



CITY OF AUBURN HILLS

AGE-FRIENDLY

ACTION PLAN REPORT

2015-2020



A MESSAGE FROM THE MAYOR

Ms. Karen Kafantaris, State Director
Michigan AARP
309 N. Washington Square #110
Lansing, MI 48933

Dear. Ms. Kafantaris,

It's hard to believe that Auburn Hills has been engaged in Age Friendly initiatives for nearly seven years. What started as a small grass-roots initiative, has really become something I am very proud of. When we began this journey, we had no idea what the future held.

Our community conversations resulted in some of our initial Action Items. The conversations were vital to our future planning and we wanted our residents to know that their voice mattered. We learned that keeping people engaged socially and economically allows people of all ages to feel connected to their communities. Due to unforeseen circumstances, we were unable to implement a few of the Action Items, but I believe that as you read this report, you will see that this is a work in progress and we are in a better position to build on what we've already been able to accomplish.

Coming together to create a vision of what age friendly looks like now and what it will mean for our future was incredibly valuable and will allow us to plan for decades to come.

I am very proud of the work and participation of our community members, Planning Commission and staff. The work that has been done to date will place Auburn Hills in a position to readily adapt to the changes of our community.

We look forward to the next phase of continued participation in the AARP Livable Communities and continuing our work on improving the quality of life for all citizens and visitors to our community.

Sincerely,



Kevin R. McDaniel
Mayor of the City of Auburn Hills



DOMAIN ONE: Housing

Auburn Hills has a mix use of housing options for senior citizens including: two independent senior apartment complexes, single family homes in both established neighborhoods and new developments and a gated community specific to seniors age 55 plus. Both senior apartments offer reduced rental rates based on income. Additionally, there are 2 assisted living facilities and one skilled care nursing home. Just over the border in our neighboring communities there are numerous independent and assisted living facilities. Several of those senior communities bring their residents to activities in Auburn Hills.

HOUSING ACTION ITEMS

1. Encourage developers to think about universal design features (steps, single level units, low maintenance)
Page 3-4
2. Build awareness of local and reliable home contractors
Page 5-6
3. Partner with emergency services to provide safety checks on seniors and/or disabled residents during power outages or inclement weather
Page 7-9
4. Improve Communication of Age-Friendly Housing Options available in Auburn Hills
Page 10-11



Encourage developers to think about universal design features
(steps, single level units, low maintenance)

ACTIVITIES

- ✓ Connect developers with community development, financing, and age-friendly housing information
- ✓ Support transit and transit-oriented development
- ✓ Encourage affordable housing developments for older residents

RESPONSIBLE DEPARTMENTS

- ✓ Planning Commission
- ✓ Senior Services

TIMESPAN

- ✓ September 2015-December 2016

RESOURCES AND SUPPORT

- ✓ City officials or Planning Commission could identify suitable property for senior housing
- ✓ Knowledge of universal design for housing

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Channel for homeowners to find licensed contractors that have received training on home modifications
- ✓ Demand for affordable and age-appropriate housing
- ✓ State of Michigan – Building codes need to align with age-friendly guidelines

SOLUTIONS FOR OBSTACLES?

- ✓ Connecting developers with government resources
- ✓ Flexibility in zoning and incentives to builders
- ✓ Host a program and highlight demand for age-friendly housing to developers
- ✓ Partner with Oakland County Community and Home Improvement Home Repair Program
- ✓ Develop a universal design recommendation guide

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ AARP
- ✓ Builders
- ✓ Chamber of Commerce
- ✓ Churches
- ✓ City Council
- ✓ Community Development
- ✓ Construction Association of Michigan
- ✓ Faith Based Housing Agencies
- ✓ Homeowners Association for Senior Communities
- ✓ Housing and Urban Development
- ✓ Local Business Owners
- ✓ MISHDA
- ✓ Planning Commission
- ✓ Senior Services Department

METRICS

- ✓ Increase in the availability of accessible housing
- ✓ The number of properties that are under development for age-friendly housing
- ✓ Increase in the number of residents that plan to stay in Auburn Hills



Encourage developers to think about universal design features (steps, single level units, low maintenance)

OUTCOMES

In February 2017, the City of Auburn Hills amended its Zoning Ordinance to implement Action Plan Item #1 in the Housing Domain of the 2015 Age Friendly Action Plan which recommends that the City "encourage developers to think about universal design features."

The purpose of the amendment was to educate and incentivize, but not require, builders to incorporate universal design elements and features into their new home designs. Over time, the City anticipates this program will help make the housing stock in Auburn Hills more accessible and visitable for people of all ages and abilities. It is noted that such requirements generally exceed Michigan building codes, therefore cannot be required by the City.

The Villa Montclair, Ridgewood Villas, and Forester Hills are examples of single-family housing developments which have incorporated many of the accessibility features displayed below into the design of their new homes.

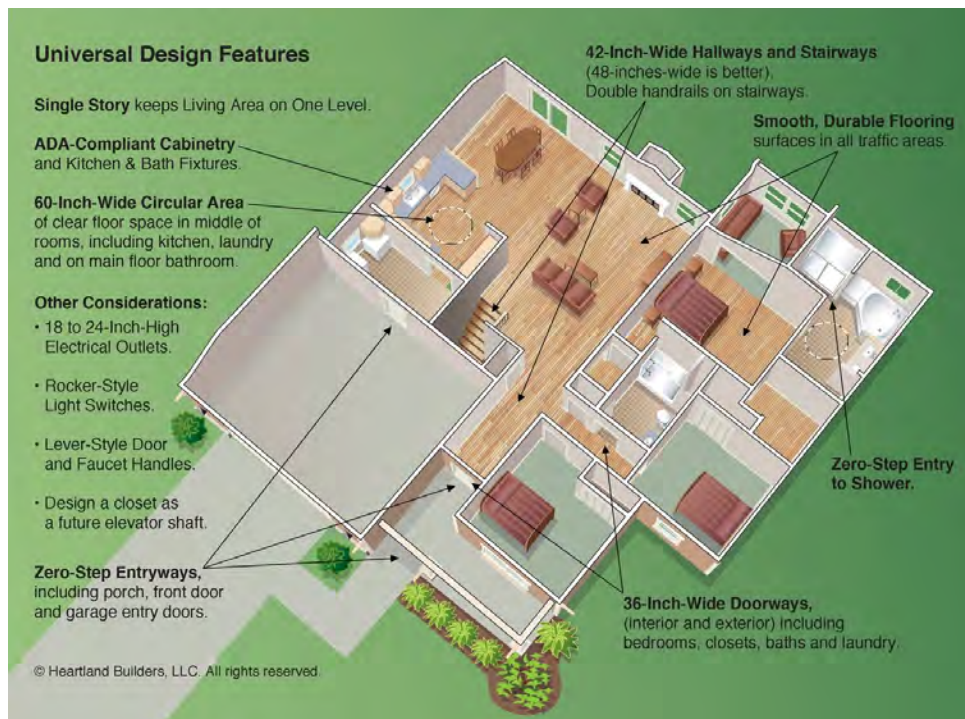


Diagram of Universal Design Features

The City has also encouraged and approved independent living, assisted living, and congregate care developments in recent years to meet consumer demand for this age-friendly housing that provide additional support for residents such as First and Main and Parkways Blossom Park.

<https://insideauburnhills.com/2017/02/02/breaking-down-barriers/>



Build awareness of local and reliable home contractors

ACTIVITIES

- ✓ Create a "how to select a contractor" guide
- ✓ Provide a list of contractors for residents at the Community Center
- ✓ Provide a list of contractors on the city website, cable channel, newsletter

RESPONSIBLE DEPARTMENTS

- ✓ Community Development
- ✓ Senior Services

TIMESPAN

- ✓ November 2015 - November 2016
This action item will be ongoing

RESOURCES AND SUPPORT

- ✓ Link with Chamber of Commerce for potential contractors
- ✓ List of licensed and insured contractors from the Community Development Department
- ✓ Local cable channel, newsletter space, web page
- ✓ Time and personnel to compile list of agencies

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Cost of providing printed list to residents who may not use the internet
- ✓ Ensuring that information on home contractors is updated and accurate
- ✓ It may be difficult to identify reliable contractors

SOLUTIONS FOR OBSTACLES?

- ✓ Advertise the list of contractors
- ✓ Directory of local home contractors
- ✓ Providing computer access to residents

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Better Business Bureau
- ✓ CAPS Contractors
- ✓ Chamber of Commerce
- ✓ Community Development Department
- ✓ Department of Public Works
- ✓ Senior Services Department
- ✓ SHARP Program

METRICS

- ✓ Establishment of the list of local contractors
- ✓ Number of clicks to web page featuring list of home contractors
- ✓ Number of print copies taken by residents
- ✓ Increased knowledge of how to select a licensed contractor
- ✓ Creation of a Home Fit program
- ✓ Implementation of a Housing Expo



Build awareness of local and reliable home contractors

OUTCOMES

Through the city's Community Development Block Grant (CDBG) Minor Home Repair program, a list of licensed and insured contractors who participate in the city's home repair program is available on the website, and in print. This list is updated on a regular basis.

A brochure was created with the assistance of our Building Official called "How to Select a Contractor". This brochure provides tips on how to select a contractor and how to protect oneself as the homeowner.

The SHARP (Senior Home Assistance Repair Program) is a volunteer driven program where volunteers provide minor home repairs such as fixing leaky faucets, changing out lightbulbs, door lock change outs, etc. Sometimes the requests received are beyond what our volunteers can do and requires a professional. When this occurs our volunteers are able explain to the homeowners what to ask and to expect when hiring a professional, so the homeowner has some knowledge prior to hiring a professional.

The city partnered with Habitat for Humanity and Home Depot to host a minor home repair workshop for new homeowners or homeowners with limited home repair experience. Attendees learned some basic repairs such as cleaning out gutters, fixing leaky faucets, checking dryer vents, etc.



"It was a wonderful experience & opportunity to learn about the things in my new home. Without this class I never would've thought of changing furnace filters, covering the AC unit during the fall & winter seasons... Each Home Depot instructor provided useful information for first time home buyers & even those who had a home for years," one Habitat homeowner said

View the "Choosing Your Contractor" Brochure here:
<http://auburnhills.org/Choosing%20Your%20Contractor.pdf>



Partner with emergency services to provide safety checks on seniors and/or disabled residents during power outages or inclement weather

ACTIVITIES

- ✓ Create a volunteer calling program
- ✓ Establish a "neighbors check on neighbors" program
- ✓ Establish a non-emergency phone number for residents to call
- ✓ Establish a strong relationship with emergency services

RESPONSIBLE DEPARTMENTS

- ✓ Community Development

TIMESPAN

- ✓ March 2016 - August 2016

RESOURCES AND SUPPORT

- ✓ A small group or committee to coordinate the program
- ✓ Fire department cadets and volunteers (currently call residents 50 & older)
- ✓ List of homeowners with address and phone numbers
- ✓ Police department
- ✓ Red Cross
- ✓ VOADS (Volunteer Organizations Active in Disaster)
- ✓ AARP

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Identifying appropriate emergency services
- ✓ Recruiting volunteers
- ✓ Reluctance of people to be put on a list

SOLUTIONS FOR OBSTACLES?

- ✓ Develop a volunteer recruitment and training plan
- ✓ DPW/Police and other department collaboration
- ✓ Establish a neighbors check on neighbors program
- ✓ Homeowners notify city department if they would like to be on emergency call list
- ✓ Require generators for apartments and senior housing developments

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Chamber of Commerce
- ✓ Consumers Energy
- ✓ Department of Public Works
- ✓ Detroit Edison
- ✓ Emergency Services
- ✓ Local service clubs
- ✓ Oakland County
- ✓ Partnership with Rochester Mutual Aid
- ✓ Rotary Club
- ✓ Senior Services Department

METRICS

- ✓ Develop a volunteer recruitment and training plan
- ✓ DPW/Police and other department collaboration
- ✓ Establish a neighbors check on neighbors program
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- ✓ Require generators for apartments and senior housing developments



Partner with emergency services to provide safety checks on seniors and/or disabled residents during power outages or inclement weather

OUTCOMES

Many years ago, we had a program called KIT, Keep In Touch. Volunteers would call homebound seniors daily to see how they were doing. The program was like other friendly calling programs. Over the years interest waned and we had to discontinue the program. We did continued to contact seniors during emergencies.

During inclement weather, both extreme heat and cold the Senior Services Department routinely make phone calls to seniors from the enrollment rosters in the data system. The phone calls are done by both staff and volunteers. A script is provided so staff and volunteers can stay on track with the phone calls. We found this necessary as sometimes the seniors were very talkative and could keep the staff or volunteer on the phone for extended periods. If a caller determined a senior was in stress or needed additional assistance or information appropriate staff followed up with the senior. A few times during both a power outage and cold weather some of the seniors were trying to stay warm by turning on their gas stoves and leaving the oven door open. When this happened we directed them to turn off the gas immediately and had the Fire Department follow up to make sure the resident was okay and to remind them of the dangers of heating their home with a gas stove.

When COVID started, we began making weekly check-in calls to the seniors and we found this to be critical in maintaining connections with our seniors in the community. The center was closed to the public for about 4 months, however life-sustaining services continued during this shut down such as Meals on Wheels, essential transportation, and other emergency needs. The weekly calls continued even through the shutdown, made by both staff and volunteers again utilizing the Calling Script. During these phone calls, resources were shared with the seniors about Meals on Wheels, Transportation, and COVID. Over 3,500 calls were made, and the feedback was very positive from the seniors and their family members.




Ida Getzan, Volunteer



Partner with emergency services to provide safety checks on seniors and/or disabled residents during power outages or inclement weather

OUTCOMES

Wellness Call Script for Volunteers



You will be calling on seniors and other homebound residents checking on their welfare. Simply say "Hello, this is (your name) calling from the City of Auburn Hills Senior Services Department". "We are calling you today (or tonight) to check on you and to see how you are doing during this Coronavirus emergency.

Ask the following questions:

General:

1. How are you doing?
2. Do you live by yourself or with other people?
3. Are there any immediate need(s) that you have?
4. Is there anyone we can call to assist you if needed?
5. Do you have adequate food and water?
6. Did you know that Meals on Wheels is still operating?
7. If you would like to receive Meals on Wheels please call 248-608-0264.
8. If they have questions or concerns regarding COVID-19 give them the Nurse on Call number 1-800-848-5533



Improve Communication of Age-Friendly Housing Options in Auburn Hills

ACTIVITIES

- ✓ Create a Health and Housing Fair for residents
- ✓ Highlight new housing options available through developers
- ✓ Utilize local cable channel, Community Lifestyles, Auburn Hills Review, website brochures, and press releases
- ✓ Partner with Chamber of Commerce to spread awareness

RESPONSIBLE DEPARTMENTS

- ✓ Community Development

TIMESPAN

- ✓ January 2016 - March 2017

RESOURCES AND SUPPORT

- ✓ Communication and Marketing Plan
- ✓ Volunteers that will compile list of available housing

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Cost of providing printed list to residents who may not use the internet
- ✓ Ensuring that information on home contractors is updated and accurate
- ✓ It may be difficult to identify reliable contractors

SOLUTIONS FOR OBSTACLES?

- ✓ Advertising housing options on the local cable channel, city web page
- ✓ Educational opportunities involving younger age groups (40-50)
- ✓ Partner with a housing counselor that will explain housing options
- ✓ Utilize the Michigan housing locator website

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ AARP "Home Fit" program
- ✓ City Council
- ✓ City Manager
- ✓ Community Development Department
- ✓ Department of Public Works
- ✓ Developers
- ✓ Housing and Urban Development
- ✓ Housing Realtors
- ✓ Oakland County
- ✓ Senior Services Department

METRICS

- ✓ How many residents stay in Auburn Hills
- ✓ Number of appointments scheduled with the Community Center
- ✓ Older residents that they have the correct type of housing to match their needs
- ✓ Increase in knowledge of available housing options in Auburn Hills



Improve Communication of Age-Friendly Housing Options in Auburn Hills

OUTCOMES

Monthly appointments for seniors and their families who were exploring the different housing options available were made available through the Senior Services Department. Appointments covered a variety of topics such as downsizing, exploring differences between independent living or assisted living or having to make hard choices about nursing home placement. We used a variety of housing specialists representing the different housing options. All the counselors agreed to provide non-biased information and could not take the appointment time as an opportunity to sell their services.

All the appointments received a satisfaction follow up call to ensure the appointment went well and no sales were involved. We are happy to report no sales were presented during any of the appointments and each person felt they received valuable information that assisted them when researching their housing choices.

In our lobby we have different resources for the community including a variety of publications on senior housing. These magazines are provided by an outside company, and stock is rotated on regularly.





DOMAIN TWO: Outdoor Spaces and Buildings

The city has a robust park and pathway system that residents of all ages and abilities take advantage of. Each park hosts different features including tennis/pickleball courts, basketball courts, play structures, camping, picnic areas with pavilions and grills, walking paths, an amphitheater, and a splash pad. One park is a fireman themed tot park dedicated in memory of one of the city's firefighters who lost his life on the job. With the 63 miles of sidewalk and 59 miles of pathways residents have many avenues to walk and exercise.

OUTDOOR SPACES & BUILDINGS ACTION ITEMS

5. Improve walkability of Auburn Hills, including bike paths and trails

Page 13-15

6. Host an Age-Friendly Business Program

Page 16-17



Improve walkability of Auburn Hills, including bike paths and trails

ACTIVITIES

- ✓ Clear trees, brush, and overgrowth through adopt-a-trail program
- ✓ Connect Squirrel Road to Hawk Woods
- ✓ Connect University Drive to Opdyke Rd. with the I-75 Bridge
- ✓ Create a loop system on North, South, Grey Rd, & S. Blvd
- ✓ Identify areas where bike paths & trails can be connected
- ✓ Install emergency phones
- ✓ Install sidewalks & benches in Cross Creek Parkway
- ✓ Install wider sidewalks and create a plan for routine maintenance
- ✓ Investigate state and federal grants
- ✓ Level out steps at Auburn/Oakmount
- ✓ Make sure pathways, sidewalks, and trails are clearly defined
- ✓ Partner with DPW to ensure clear sidewalks year-round

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Department of Public Works
- ✓ Parks & Recreation Department

TIMESPAN

- ✓ September 2015 - September 2018

RESOURCES AND SUPPORT

- ✓ Create a walkability plan
- ✓ Establish a bench sponsorship program
- ✓ Funding/grants
- ✓ Implement an assessment of the sidewalks to ensure all sidewalks are wide enough for wheelchairs
- ✓ Land for more bike paths and trails
- ✓ More personnel focused on maintenance
- ✓ Water refilling stations and benches
- ✓ Support from the community

POTENTIAL BARRIERS OR RESISTANCE

- ✓ City does not plow pathways - liability
- ✓ Don't live close enough to path (and don't drive)
- ✓ Funding to widen sidewalks & increase the number of bike paths/trails
- ✓ Connecting trails to create loops will be too expensive
- ✓ Limited personnel

POTENTIAL BARRIERS OR RESISTANCE

CONTINUED

- ✓ Need to ensure it will infringe on property rights
- ✓ Ordinances regarding electric bikes
- ✓ Ordinances regarding routine maintenance

SOLUTIONS FOR OBSTACLES?

- ✓ Budget plan for walkability
- ✓ Parks & Recreation Millage Proposal
- ✓ Federal Grants
- ✓ Improve existing sidewalks & finish started projects
- ✓ Include expected costs of expansion in the plan
- ✓ Install emergency phones on the trails to improve safety
- ✓ Install lighting along trails and pathways
- ✓ Pave Clinton River Trail
- ✓ Provide transportation to park trails
- ✓ Volunteers to conduct walkability assessment
- ✓ Walking groups/buddy

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Boy Scouts/Girl Scouts
- ✓ City Council
- ✓ Community Development Department
- ✓ Department of Public Works
- ✓ Local Businesses
- ✓ Oakland County
- ✓ Parks and Recreation Department
- ✓ Planning Commission
- ✓ Police Department
- ✓ Property Owners
- ✓ Senior Services
- ✓ State of Michigan

METRICS

- ✓ City Council approval of walkability plan
- ✓ Establish walkable/biking and bussing center
- ✓ Increase in residents engaging in activities on trails
- ✓ Increase in residents shopping downtown
- ✓ Increase of volunteers in the parks



Improve walkability of Auburn Hills, including bike paths and trails

OUTCOMES

The city has a robust park and pathway system that residents of all ages and abilities take advantage of. Each park hosts different features including tennis/pickleball courts, basketball courts, play structures, camping, picnic areas with pavilions and grills, walking paths, an amphitheater, and a splash pad. One park is a fireman themed tot park dedicated in memory of one of the city's firefighters who lost his life on the job. With the 63 miles of sidewalk and 59 miles of pathways residents have many avenues to walk and exercise.

Most of the identified activities were completed. Some were not completed due to financial restraints or circumstances beyond our control such as connecting one of our pathways it was determined the easement was for utilities only preventing the ability to connect a pathway. Adding sidewalks along Crosscreek Drive, an industrial area had also been identified as a need for walkability for employees in that area. New construction projects are now required to build sidewalks in front of their building and hopefully in the future we can connect those sidewalks to encourage walking. The Clinton River Trail usage of walkers, joggers, and bikers is at an all time high since the start of COVID.

While emergency phones were not installed in the parks, the city implemented a Park Monitor program. Park Monitors are out and about seven days a week as ambassadors of the parks, providing another set of eyes and ears in the parks for safety.

The Clinton River Trail is a recreational multi-use trail on 16 miles of abandoned rail line connecting 5 cities. These trails have a few benches along the way, and mile markers. There are 2 Bike Repair Stations where bikers can repair their bikes on the spot and keep on biking.

https://www.theoaklandpress.com/news/local/bike-fixing-stations-installed-in-two-spots-on-clinton-river-trail/article_f38b256e-c518-11ea-8a44-e70b13bf2e35.html

A local developer donated a hydration station that included a water base for dogs that is located behind the new housing development along the Clinton River Trail.

<https://insideauburnhills.com/2019/09/25/moceri-hydration-station-water-3-ways-off-adams/>



Improve walkability of Auburn Hills, including bike paths and trails

OUTCOMES

CONTINUED

Along Squirrel Road, another major road in the city, that is lined with the municipal complex, Oakland University, businesses, restaurants and housing a bench program was developed. Business and organizations could purchase and build a bench and have their name on the bench. There are 10 benches spanning along a one-mile pathway, many of them are under shade allowing a cool resting point.

Another area identified was the lack of connection of our pathway and walkway system at the south end of the city which was centralized around large subdivisions. We are happy to report that a walking loop has now been completed.

In our downtown there was a grade issue connecting a sidewalk that prevented anyone with a mobility issue or pushing a stroller using that sidewalk, forcing them to walk out on the street. This has been repaired creating a safe walkway.

Along another major roadway, Opdyke Road there was not a way for people to walk across a bridge over I-75 safely. This was forcing people to walk on the road with heavy traffic. Both the road and the bridge over I-75 were redone, providing a safe walkway across the bridge.

The city's Recreation Master Plan incorporates several areas from the Action Plan including exploring bike paths, more pathways, and the addition of a new river park where kayakers can load their kayaks on to the Clinton River Waterway.

http://www.auburnhills.org/departments/parks_and_recreation/parks_and_recreation_plan.php

A new walking program "Walk with the Doctor" was a partnership with local health care system, Beaumont Hospital. Health Care providers would join walkers once a week and walk with them and talk about a variety of health topics. In addition to this program walkers can check out Walking Sticks as they wander the beautiful trails located on the city campus.



Host an Age-Friendly Business Program

ACTIVITIES

- ✓ Create a directory of age-friendly businesses
- ✓ Partner with businesses to provide senior discounts
- ✓ Partner with stores to provide deliveries to homebound seniors

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Community Development
- ✓ City Manager's Office

TIMESPAN

- ✓ June 2016 - June 2017

RESOURCES AND SUPPORT

- ✓ List of local businesses
- ✓ One page application with criteria
- ✓ Point person/committee for program
- ✓ Stickers for business to display their age-friendly business program participation

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Businesses may need expensive updates to be suitable for all ages
- ✓ Businesses may not see benefits of participation
- ✓ Marketing new program to businesses will take time and resources
- ✓ Time and cost of approving businesses/continually updating directory

OUTCOME

This was one activity that is was pushed to the next phase. Due to personnel changes we were not able to focus on this project. The Auburn Hills Chamber of Commerce is very interested in becoming a partner in the endeavor.

SOLUTIONS FOR OBSTACLES?

- ✓ Charge an administration fee to cover directory expenses
- ✓ Encourage businesses to participate by providing advertising opportunities through an age-friendly business directory
- ✓ Create a volunteer age-friendly business committee of residents and chamber members that will be responsible for evaluation and approval of potential age-friendly businesses

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Chamber of Commerce
- ✓ Churches
- ✓ City Manager
- ✓ Senior Services Department

METRICS

- ✓ Number of participating businesses in the program
- ✓ Creation of an age-friendly business directory
- ✓ Number of stores that provide deliveries for homebound seniors
- ✓ Number of businesses that provide more handicapped parking spaces than the required minimum



DOMAIN THREE: Transportation

Transportation is available for senior citizens and eligible disabled individuals residing in the city of Auburn Hills. Our two mini buses are equipped with a lift to accommodate wheelchair riders and provide curb to curb service. Transportation is available for residents ages 62 and older and the bus travels within a five mile radius of city boundaries.

When looking at the Transportation domain, one should consider if the current public and private transportation options are safe, available, and affordable. In some parts of the city, older residents have a difficult time walking or driving around the city safely. Others are unaware of other affordable methods of transportation, including our two city buses. In addition to these concerns, the demand for city transportation will increase with our aging population. The following action items work to address these issues.

TRANSPORTATION ACTION ITEMS

7. Increase sponsorship/funding opportunities for transportation program
Page 18-19
8. Increase ridership of the bus program
Page 20-21
9. Ensure public safety - Driving and Walking
Page 22-23
10. Building awareness of affordable means of transportation
Page 24-25



Increase sponsorship/funding opportunities for transportation program

ACTIVITIES

- ✓ Create a partnership with private companies to utilize vehicles
- ✓ Finding and developing sponsor relationships
- ✓ Explore the possibility of billing insurance companies for transportation for medical visits
- ✓ Provide information regarding transportation service options for medical appointments

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services

TIMESPAN

- ✓ June 2016 - June 2018

RESOURCES AND SUPPORT

- ✓ List of possible grants opportunities
- ✓ Sponsorship process and vehicle donation program
- ✓ Strategic plan to engage stakeholders and obtain sufficient financial resources
- ✓ Volunteer vehicle drivers

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Increase in transportation budget
- ✓ Time required to manage sponsorship program
- ✓ Additional staff may be needed to drive bus

SOLUTIONS FOR OBSTACLES?

- ✓ Research best practices for increasing partnerships for transportation program
- ✓ Partnerships in with businesses and local universities

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Chamber of Commerce
- ✓ City Council
- ✓ City Manager's Office
- ✓ Senior Services Department
- ✓ SMART Transportation System
- ✓ Local Universities
- ✓ Grocery Stores
- ✓ Local Businesses
- ✓ Private transportation companies

METRICS

- ✓ Securing of sponsorships for transportation system
- ✓ The purchase of additional buses



Increase sponsorship/funding opportunities for transportation program

OUTCOMES

In 2018 we were gifted a Pacifica van from one of our residents. The vehicle's passenger seat had been retrofitted with a lift seat. The passenger seat extends out of the van and lowers down so the rider could get on the seat, and then is lifted back into the vehicle. This gracious donation allows us to expand our services to people who do not necessarily need a wheelchair lift but struggle with the bus steps. Having this vehicle is also a cost savings for the city. Instead of sending out a wheelchair lift equipped bus for one rider who requires assistance getting in a vehicle but not needing a lift we are now able to provide that service and still have the wheelchair lift equipped buses providing rides.

We did explore the option of utilizing a billing service for transportation for medical appointments, but our program size did not warrant the expense.

We have partnered with a non-profit social service agency, Neighborhood House to provide rides that are beyond our service area or when our schedules are full. This agreement utilizes Community Development Block Grant funds provided by the city as well as rider donations. This expansion has filled the gap we have experienced when a rider has doctor outside of our service area and we are unable to assist them.



Pacifica Van



Pacifica Van with Lift Seat



Increase ridership of the bus program

ACTIVITIES

- ✓ Build covers for bus stops
- ✓ Install bus stops with electronic tools that update you on bus route (app)
- ✓ Create shuttle route that is a consistent loop (Great Lakes Crossing, downtown and city campus)
- ✓ Invite SMART to identify opportunities to increase ridership and assist with transportation awareness throughout the community
- ✓ Provide a fixed route for shuttle services

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services

TIMESPAN

- ✓ June 2016 - June 2018

RESOURCES AND SUPPORT

- ✓ Funding for bus stop covers, lighting, manpower, and time to install bus stops
- ✓ Knowledge on ADA compliancy

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Convincing the community to allocate resources to this endeavor
- ✓ Funding for advertising to increase awareness
- ✓ Riders need the bus route times to fit their schedules and information in real time
- ✓ Traffic concerns
- ✓ Unpredictable pickup times

SOLUTIONS FOR OBSTACLES?

- ✓ Build covers for bus stops in conjunction with SMART
- ✓ Create a partnership with local universities
- ✓ Have fixed routes
- ✓ Identify more methods to communicate the bus program, such as magnets
- ✓ Increasing the number of bus stops
- ✓ Partner with businesses to provide sponsorship opportunities

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ City Council
- ✓ Local Cable Channel
- ✓ Senior Housing
- ✓ Senior Services Department
- ✓ SMART Transportation System

METRICS

- ✓ An increase in the number of riders
- ✓ An increase in the awareness of the bus program



Increase ridership of the bus program

OUTCOMES

We expanded our marketing efforts of the Senior Transportation program by creating updated brochures and began using social media as another way to promote the program. While the target audience is seniors, by expanding both our printed and social media presence we are reaching adults with older parents. We contacted different businesses that seniors frequent as well as medical providers to let them know about our program. As a result of this marketing more health care providers are referring their patients to us. We created welcome packets for new residents that include information about all our services including transportation to the apartments and real estate offices.

After researching different options for improving bus stops with Covered Awnings, and electronics it was determined both financially and maintenance upkeep the city was not in the position to pursue these items at this time.

We have experienced about a 2-3% increase in ridership each year, however when COVID hit, our ridership dropped dramatically. We were still operating for essential transportation like dialysis, chemo, and shopping appointments.

When COVID started we had to reorganize our program to accommodate social distancing for the riders and the drivers. We implemented strict cleaning and sanitizing procedures which includes cleaning and sanitizing after every rider, and a detailed sanitizing at the end of the day. Masks are required of both the riders and drivers. Because of social distancing we had to increase the number of trips to accommodate our rider's needs.



Cleaning the Vehicles



Using the Bus Lift



Ensure public safety - driving and walking

ACTIVITIES

- ✓ Host education classes for driving (such as CarFit)
- ✓ Update lanes so they are more visible to drivers
- ✓ Install audible signal devices for pedestrian crosswalks w/ accessible countdown
- ✓ Research tools for effective group discussion about when it is time to give up your keys

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Department of Public Works
- ✓ Community Development
- ✓ Police Department

TIMESPAN

- ✓ September 2015 - February 2017

RESOURCES AND SUPPORT

- ✓ Funding to update roads and sidewalks
- ✓ Increase street lighting on roads
- ✓ Trained people to provide assessment of car modifications
- ✓ Update crosswalk signs

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Downtown parking changes cause difficulties
- ✓ Encouraging seniors to take the class
- ✓ Funding to update road infrastructure
- ✓ Seniors may feel like they lose their freedom when they give up keys
- ✓ Seniors that have lost driving ability and continue to drive

SOLUTIONS FOR OBSTACLES?

- ✓ Create sponsorship for classes
- ✓ Crosswalks with signs to add visual & written directions
- ✓ Identifying partnerships with organizations that focus on public safety

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Insurance Companies
- ✓ Oakland County Road Commission
- ✓ Partner with State of MI for required driving tests
- ✓ Police Department
- ✓ Department of Public Works
- ✓ Senior Services

METRICS

- ✓ Fewer pedestrian accidents in the community
- ✓ Number of participants in the driving education class
- ✓ Number of audible signal devices installed
- ✓ Number of street lights installed



Ensure public safety - driving and walking

OUTCOMES

At the 2019 Health and Wellness Expo, AARP hosted CarFit in the parking lot. Multiple community members came out to have AARP inspect their cars to check that they were in a car that "fit" them well. This program increases driver safety and mobility, helping drivers to learn to adjust their personal vehicles for maximum safety and comfort while driving.

AARP Safe Driving Classes were also held multiple times at the Auburn Hills Community Center. These classes, presented by St. Joseph Mercy, teach valuable defensive driving strategies and provide a refresher of the rules of the road. This course helps drivers learn research-based tips to adapt their driving to compensate for physical and cognitive changes.

Other classes have been offered, such as "When Is It Time to Give Up Your Keys and Driving?" presented by Custom Home Health and Hospice. This was an evening lecture, geared towards adults who may need to consider having this difficult but necessary conversation with Mom and Dad.





Building awareness of affordable means of transportation

ACTIVITIES

- ✓ Build awareness of transportation programs that private and nonprofit offer, UBER etc.
- ✓ Create a transportation guide
- ✓ Explore the CarShare program

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Marketing and Communication

TIMESPAN

- ✓ June 2016 - June 2018

RESOURCES AND SUPPORT

- ✓ Grants
- ✓ Students with access to cars
- ✓ Transportation options
- ✓ Use private busses when not in use

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Coordination of the CarShare program
- ✓ Ensuring seniors are able to find drivers that are experienced and dependable
- ✓ Insurance and liability problems
- ✓ Marketing of plan

SOLUTIONS FOR OBSTACLES?

- ✓ Colleges/Universities (offer credits)
- ✓ Liability waivers
- ✓ Provide managers of the senior homes should have a list of transportation resources to inform the residents
- ✓ Someone to manage the CarShare program
- ✓ Electric bikes

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Area Agency on Transportation
- ✓ Faith in Action volunteer program
- ✓ Law Firm
- ✓ Local Churches
- ✓ Local Universities to offset parking fees for helping seniors
- ✓ Police Department
- ✓ Senior Services Department
- ✓ SMART Transportation Services
- ✓ Total Number of Volunteer Giving Rides

METRICS

- ✓ Monetary value of volunteer hours
- ✓ The participation of seniors in the program
- ✓ Total number of volunteers giving rides
- ✓ Creation of a transportation guide
- ✓ Increase in awareness of available transportation
- ✓ Increase in bus ridership



Building awareness of affordable means of transportation

OUTCOMES

Our local Area Agency on Aging offers a program called "myride2". <https://www.myride2.com/>
The service doesn't provide the actual rides but does connect the senior with the different transportation options both public and private in their community.

We also updated our transportation literature to look more professional and provides more details about the program.

We received a donation to start a scholarship program for seniors who could not afford the \$2 one-way transportation fee. This scholarship is for low income-based seniors and the riders must prequalify. We partnered with an outside social service agency to qualify the senior. Seniors may also participate in the other services this agency provides.

To help keep our transportation fees affordable we developed a punch card savings plan. Seniors can purchase punch cards at a reduced rate, saving them money.

By offering the different options for our riders we can make sure our seniors get the transportation they need.



Les Meszaros, Bus Driver



Road Trip!



DOMAIN FOUR: Community Health Services

The community health services domain seeks to make sure that residents have access to homecare services, clinics, and programs that promote their overall wellness. Some residents have expressed a need to better understand healthcare, nutrition, and health practices. As they get older, residents want to have access to education and services that will help them to live healthy lives.

The City of Auburn Hills is fortunate to be surrounded by four major hospital systems. In addition to those systems, the community is surrounded by a vast assortment of healthcare providers. All of these valuable resources are available within 20 minutes of the city limits providing a rich assortment of healthcare choices.

COMMUNITY HEALTH SERVICES ACTION ITEMS

11. Educate residents on community health services

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12. Provide community engagement focused on healthy living

Page 29-33

13. Implement Community Paramedicine (EMTs and Paramedics operate in expanded roles in an effort to connect underutilized resources to underserved populations.)

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Educate residents on community health services

ACTIVITIES

- ✓ Marketing of community based exercise programs, KnoxBox, and Vial of Life kits
- ✓ OU Health Fairs: individual vendors (yoga, cooking)
- ✓ Utilize Oakland University William Beaumont School of Medicine or hospitals for healthcare screenings
- ✓ Partner with local organizations to increase awareness of local health fairs

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Fire Department
- ✓ Police Department

TIMESPAN

- ✓ September 2015 - September 2016

RESOURCES AND SUPPORT

- ✓ Marketing of health fairs
- ✓ Medical students assist seniors with screenings
- ✓ Transportation to event(s)
- ✓ Volunteers to assist during the Health Fair

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Need to find doctors that have an interest in community health programs
- ✓ Insurance carrier dictates location of health services
- ✓ Need a contact person from Baker, Oakland Community College, and Oakland University
- ✓ Price for KnoxBox
- ✓ Some residents may not be interested in participating

SOLUTIONS FOR OBSTACLES?

- ✓ Communication and marketing plan
- ✓ Encourage residents by explaining benefits
- ✓ Take the fair to senior housing and promote other resources

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Auburn Hills Public Library
- ✓ Baker College
- ✓ Cooley Law School - Health Care POA
- ✓ Police Department
- ✓ DHS for Medical Recipients
- ✓ Electronic Boards
- ✓ Local Universities
- ✓ Oakland County
- ✓ Oakland University William Beaumont School of Medicine
- ✓ Senior Services Department
- ✓ State of Michigan
- ✓ YMCA

METRICS

- ✓ Advertisement of local health fair on website
- ✓ Number of attendees at Health Fair
- ✓ Number of health fairs offered in Community Center
- ✓ Increase in knowledge of local community health services



Educate residents on community health services

OUTCOMES

The City of Auburn Hills Health and Wellness Expo has been growing each year in number of vendors and attendees. Our Community Partners help increase awareness of our Health and Wellness Expo and bring valuable information to the Expo as well. Our Community Partners include Alana's Foundation, Michigan Community VNA, Rochester University School of Nursing, St. Joseph Mercy Oakland, and Oakland University. These Community Partners help to diversify the available services and audience.

From 2015 to 2019, the number of attendees and vendors in attendance at the Health and Wellness Expo has grown. In addition, the number of flu shots administered has grown each year. The Expo has expanded from the gym to all rooms of the Community Center as of 2019.

Monthly, a nurse from Pomeroy Living in Rochester comes by to visit the seniors, take their blood pressure, and answer any general health questions. This has been a great asset to the seniors. Another monthly visitor for the seniors has been Miracle Ear, who performs hearing aid cleanings and hearing checks. This resource is very valuable to the seniors, bringing a resource that they may be hesitant to seek out to them.

We have held a wide variety of Health and Wellness programs, including Ask the Pharmacist, NovaCare Physical Therapy lectures including Exercises for Home and Beyond and Balance, Walking, and Safety among others. These talks were hands on and helpful, informing Seniors of important health topics.



Rochester University Nursing Students at Community Health and Wellness Expo



Provide community engagement focused on healthy living

ACTIVITIES

- ✓ Bring the health insurance companies to the businesses and to the residents
- ✓ Create a community garden
- ✓ Install outside exercise equipment within the parks
- ✓ Partner with Michigan State University extension program to teach canning program
- ✓ Provide classes focused on cooking with organic foods
- ✓ Provide healthy food options for the senior nutrition program
- ✓ Spread awareness about options to order grocery food from home

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services

TIMESPAN

- ✓ September 2015 - September 2016

RESOURCES AND SUPPORT

- ✓ Computers to access online health services
- ✓ Contact person to coordinate community garden activities
- ✓ Contact with grocery stores
- ✓ Gardening supplies
- ✓ Grants and sponsorships to provide funding
- ✓ Need land for gardens, plants, seeds, etc.
- ✓ Volunteers

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Age limits (some programs are only for people ages 65 and older)
- ✓ Finding volunteers that will coordinate the community garden program
- ✓ Garden will need continued maintenance
- ✓ Getting sustainable funding/sponsorship
- ✓ Need stores that are willing to deliver food
- ✓ Potential lack of demand or need
- ✓ Resistance to eating healthy foods
- ✓ Will there be liability tied to healthy food recommendations?

SOLUTIONS FOR OBSTACLES?

- ✓ Compile list of groceries stores that will deliver
- ✓ Grant for outdoor exercise equipment at Riverside Park
- ✓ Healthy foods campaign
- ✓ Recruit volunteers to deliver groceries

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Area Agency on Aging
- ✓ Auburn Hills Public Library
- ✓ Home Depot/Lowe's for Supplies
- ✓ Insurance Companies
- ✓ Legal Agencies
- ✓ Meadow Creek Housing
- ✓ National Church Residences
- ✓ Older Persons Commission
- ✓ Parks & Recreation Department
- ✓ Senior Services Department
- ✓ The River Church
- ✓ Volunteers to pick up groceries
- ✓ Whole Foods, Trader Joe's

METRICS

- ✓ Implementation of a community garden
- ✓ Increase in the number of volunteers
- ✓ Increase of healthy options for senior nutrition program
- ✓ Increase in the use of outdoor fitness equipment
- ✓ Increase in the number of programs focused on healthy living



Provide community engagement focused on healthy living

OUTCOMES

A unique concept grew out of a relationship between the senior program and Oakland University. When seniors attend our centers on an ongoing basis, staff become more aware of changes even slight changes in the senior's physical capabilities many times before family or friends noticed due to the frequency of contact staff have. One primary change we often see in our seniors is a decline in balance, becoming more unsteady, raising the risk of falling. We also noticed that as these seniors became more unstable, they would begin to not attend the center and become more isolated.

We approached the Physical Therapy Department at Oakland University to see if there were opportunities for students to partner with seniors who were at risk of falling and working with the seniors to improve their balance. From those early discussions two professors created a creative program called Hop-UP PT (Home based older persons upstreaming physical therapy). This program has grown into an extensive research project utilizing many of our residents along with other seniors across the state to determine the effects of community-based referrals for physical therapy, and its effect on fall prevention and becoming an insurance covered benefit. The research program has received positive feedback from the participants and a major health insurance provider is currently exploring reimbursement. This research project has the potential to be a major game changer in fall prevention coverage for seniors.

<https://www.oakland.edu/shs/community/hop-up-pt/>



Oakland University Physical Therapy Students Hands On with Volunteer Seniors



Provide community engagement focused on healthy living

OUTCOMES

CONTINUED

In addition to our Hop-UP PT program, other great Community Partnerships formed, including programs with the Michigan State University Extension Program – including their presence at our Health and Wellness Expos. We also held many years of successful cooking classes with Randall Residence, where seniors learned how to make a variety of recipes. These included diet specific, like heart smart or low sugar, but also included varieties suggested by the students. They were able to ask for recipes that they wanted to see and walked away with full stomachs too!

In addition to the senior cooking classes, the Parks & Recreation Department also held interesting cooking classes geared towards specific diets, like vegan, vegetarian, keto, paleo, and more. We held many classes for seniors that broke down the basics of nutrition. These classes were held by our Nutrition Coordinator who provided healthy snacks and taught about healthy snack alternatives. Classes included “How to Read a Nutrition Label” and “Nutrition 101”.

During the COVID-19 lockdown, we were able to provide fresh fruits and vegetables to homebound seniors thanks to a generous donation from the FCA Foundation and the Auburn Hills Community Foundation. Volunteers came together to sort and pack these fruits and vegetables and deliver them as well. Increasing the fresh fruits and vegetables in the diets of seniors is so important, and this was a great step in the right direction during a time when seniors were unable to shop for themselves due to the presence of COVID-19.

In the future, seniors will have more access to fresh fruits and vegetables with the Community Garden that is currently being constructed by the Auburn Hills Teen Council. This will be a great addition to the community!



Provide community engagement focused on healthy living

FCA/Auburn Hills Foundation Shelf Stable Food Donation

For Auburn Hills Senior Residents

19,000 POUNDS OF SHELF STABLE FOOD

PACKED INTO 720 BOXES

DELIVERED TO 235 AUBURN HILLS SENIORS

DONATION

- FCA gave a generous donation to be used to feed Auburn Hills Seniors
- Auburn Hills Community Foundation & The City of Auburn Hills worked to create shelf stable food boxes



LOCAL CONTRIBUTIONS

- Food purchased at:
 - Costco
 - Meijer
 - Sam's Club
- Boxes for packaging food purchased and donated by
 - FedEx
 - Supply Den
- In effort to support local establishments, all supplies were purchased within Auburn Hills

IMPLEMENTATION

- Auburn Hills DPW delivered 13 pallets of food to the Auburn Hills Community Center
- Strategically placed shelf stable food consumed nearly all of the 2,300 square foot banquet room



PACKAGING & DELIVERING

- Over 130 food items were strategically placed into 6 rows for packaging.
- Once packaged and delivered, each senior would receive 115 shelf stable meals in addition to fresh produce.



STATS

- 19,000 pounds of food total
- 77 pounds of food per person
- 720 total boxes packed
- 480 produce bags packed
- 3 boxes and 2 bags per person
- 440 hours worked
- 40+ volunteer hours
- 235 recipients



VOLUNTEER ASSISTANCE

- With the help of 40 volunteers we were able to pack and deliver the food over the span of 3 days
- Volunteers helped at the Auburn Hills Community Center with packaging and loading food as well as delivering food to each resident at 2 local senior living facilities
- Volunteers also delivered boxes to individual senior homes in the community.





Provide community engagement focused on healthy living

THANK YOU NOTES

From FCA/Auburn Hills Community Foundation Shelf Stable Food Donation Recipients

Thank you for enormous boxes of food! My Dad is 84 years old and he loves to eat!! You don't have to worry, he will eat everything given to him. LOL! I CRIED when putting it all away. This was such a wonderful gift to our family.

To everyone involved in the lovely gift that was delivered to me on Friday 6/25/2020 - Thank You, Thank You, Thank You. I was really surprised and I'm very grateful. Thank you again.
-Marlea

Thanks for the 3 boxes of food. Thank the Auburn Hills Community Foundation. Thank the Fiat Chrysler Automobiles. I felt like a kid opening xmas presents, especially, especially all the goodies! I really appreciate it!
-Karen

I live in 55 plus Meadows of Auburn Hills Apt. Last Friday a very kind volunteer (from you) gave me 3 huge boxes and a tote bag filled with so many groceries I was truly overwhelmed! Now being overwhelmed doesn't make me unhappy and so I began to unpack. Bending down is something I don't do well and help was not available and I felt like a little one at Christmas. All the items were fun!! It took me two days and now I thank you from the bottom of my heart. God Bless You and keep you all safe.
-Sue

THANK YOU so, so very much!! What a blessing!! We appreciate it so much!!
-Drew & Carol
-John
-Laura

Seniors & Fiat Chrysler - Thank you for your generous donation! The food sure helped my mom & I. She's 96 and it's really hard for her to go out. Again, thank you.
-Peggy & Dora

Pauline, Karen, Natalie, and the volunteers who helped with the generous donations of food from FCA for organizing and distributing to all our wonderful, thankful residents. We extend a huge THANK YOU for everything from all the residents & staff at Meadows of Auburn Hills.

To see people give and help one another. Thank you and may God Bless You!
-Shari

VOICEMAIL TRANSCRIPTIONS

From FCA/Auburn Hills Community Foundation Shelf Stable Food Donation Recipients

Thank you for the food, I really appreciate it, it was wonderful, it was great.
-Cherise

I just received the food from you, I thank God for everything, thank you for everything. I can't believe everything that is in the boxes, I'm still going through it. It came just at the right time, Thank you Chrysler. I'm blessed, I'm speechless. Thank you and God Bless you.
- Anna

Thank you so much, I didn't expect that, it was so wonderful, thank you so much
-Patricia

I wanted to thank you for the services as far as the food. It was just awesome and wonderful. I wanted to thank FCA and Tom. Thank you guys for what you did. That was just an enormous amount of food and I so appreciate it. I just wanted to say thank you and stay safe.
-Michelle.

I live at Meadow Creek Village Apartments. I am calling to thank you for the groceries I received yesterday. There is just so much! I don't know how to thank you. That's why I'm calling. Thank you so much.
-Bonnie

Thank you for everything brought over, its really enough to keep me going for a few months, a little bit of everything, thank you. I don't go out, my kids will grocery shop if I need anything. Thank you again.
-Debbie



Implement Community Paramedicine (EMTs and Paramedics operate in expanded roles in an effort to connect underutilized resources to underserved populations.)

ACTIVITIES

- ✓ Establish what they are qualified to monitor
- ✓ Fire department will partner with hospital to start program
- ✓ State of Michigan will need to establish regulations

RESPONSIBLE DEPARTMENTS

- ✓ Fire Department

TIMESPAN

- ✓ January 2017 - January 2018

RESOURCES AND SUPPORT

- ✓ Extra personnel to assist with program
- ✓ Fire department representatives
- ✓ Students studying to become EMTs and Paramedics

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Hospitals to fund program
- ✓ Need regulations from the state to move forward
- ✓ Spreading awareness to residents

OUTCOMES

This was one of the Action Items we were not able to complete due to the hospital ownership changing along with hospital staffing changes.

SOLUTIONS FOR OBSTACLES?

- ✓ Ask hospitals to sponsor a program
- ✓ Communication and marketing plan
- ✓ Healthy foods campaign
- ✓ Recruit volunteers to deliver groceries

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Fire Department
- ✓ Local Hospitals
- ✓ Senior Services Department

METRICS

- ✓ Number of people that have been serviced by the program



DOMAIN FIVE : Social Activities

The social activities domain emphasizes having access to affordable leisure and cultural activities that not only gives them opportunity to socialize with their peers, but with younger people as well. Through our discussions with residents we learned that they hope to continue to interact with community members of all ages.

COMMUNITY HEALTH SERVICES ACTION ITEMS

14. Increase the number of intergenerational programs
(examples include Adopt a Grandparent, reading to seniors, movie night)
Page 36-37
15. Seek partnerships with companies to provide technology-based classes to residents
Page 38-39



Increase the number of intergenerational programs
(examples include Adopt a Grandparent, reading to seniors, movie night)

ACTIVITIES

- ✓ Identifying the demand for certain intergenerational programs
- ✓ Marketing of events and programs
- ✓ Recruit volunteers to assist during programs

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ City Manager's Office
- ✓ Library
- ✓ Parks & Recreation

TIMESPAN

- ✓ March 2016 - March 2018

RESOURCES AND SUPPORT

- ✓ Community organizations
- ✓ Marketing and event implementation plan
- ✓ Interest in new programs from residents and potential sponsors
- ✓ Volunteer Coordinator to match grandparents and grandchildren
- ✓ Young residents interested in volunteering in assisted living home

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Cost of events
- ✓ Lack of personnel available to coordinate programs
- ✓ Marketing
- ✓ Some seniors may not have the ability to travel to Community Center
- ✓ Possibly not enough demand

SOLUTIONS FOR OBSTACLES?

- ✓ Creating volunteer opportunities for all ages in programs
- ✓ Host events at a variety of locations in the community
- ✓ Provide transportation for intergenerational programs
- ✓ Find organizations that are interested in sponsoring programs

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ All day youth camps
- ✓ Auburn Hills Public Library
- ✓ Boys and Girls Club, YMCA
- ✓ Community Center
- ✓ High Schools - Leadership Program
- ✓ Home School Organizations
- ✓ Local Churches
- ✓ Oakland County
- ✓ Recreation Department
- ✓ School Districts
- ✓ SMART transportation system
- ✓ Website; volunteermatch.com

METRICS

- ✓ Increase in attendance at events
- ✓ Increase in the number of volunteers for community events
- ✓ Increase in the number of intergenerational programs
- ✓ Number of seniors that volunteer to mentor students



Increase the number of intergenerational programs (examples include Adopt a Grandparent, reading to seniors, movie night)

OUTCOMES

We have been a host site for a local Grandparents Raising Grandchildren support group. We have offered several joint intergenerational programs with both the Recreation Department and the Auburn Hills Library including pen pal writing programs and reading programs. The mentoring programs is now handled directly through the school district due to enhanced security measures in the schools. We continue to promote the mentoring programs both at the schools and the local Boys and Girls Club.



Councilman Knight with a Student of the Month



Seek partnerships with companies to provide technology-based classes to residents

ACTIVITIES

- ✓ Contact NHS – Avondale and see if students could volunteer
- ✓ Reach out to Oakland University students to volunteer as tech experts
- ✓ Partner with private technology companies to sponsor or teach classes

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ City Manager's Office

TIMESPAN

- ✓ January 2016 - January 2017

RESOURCES AND SUPPORT

- ✓ Access to computers
- ✓ Instructors/Volunteers
- ✓ Knowledge of new technology

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Companies may push their own services
- ✓ Many different versions of phones to understand
- ✓ Residents may be hesitant to attend program

SOLUTIONS FOR OBSTACLES?

- ✓ Demonstrations at senior events to advertise program
- ✓ Have a senior teach other seniors technology program
- ✓ Provide a technology hotline for residents to call
- ✓ Provide one-on-one teaching to educate resident on their specific technology
- ✓ Provide residents with "how to" handouts with photos
- ✓ Show "how to" videos on the local cable station

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Auburn Hills current 'Techy Thursdays event
- ✓ Auburn Hills Public Library
- ✓ Chamber of Commerce
- ✓ Information Technology Department
- ✓ Network neighborhood – based on grant funds
- ✓ OCC instead of phone provider
- ✓ Local Churches
- ✓ Volunteer Coordinator
- ✓ Senior Services Department

METRICS

- ✓ How many seniors start using phones/texting
- ✓ Increase in technological understanding among residents
- ✓ Number of participants at technology education programs



Seek partnerships with companies to provide technology-based classes to residents

OUTCOMES

We offer individual computer classes that are taught by seniors. We have found that having the peer to peer computer classes made the students much more comfortable in learning. Twice a month a group of seniors would meet to discuss technology and help each other. A volunteer was available during those meetings to assist with one on one questions.

During COVID-19, hosting the person-to-person classes became unfortunately unsafe due to the lack of 6-feet social distancing. However, we put together cheat sheets and videos that were helpful guides for seniors and technology. The cheat sheets include "How to Create an Email Address" "How to Zoom" and "How to Surf Safely" and are available on our Website under the Support Services tab. We also put together a video on a Facebook Friday that was "How to Zoom" where we walked through getting onto Zoom and walking through the features of Zoom for everyone who is now taking classes and lectures through the digital format.

<http://auburnhills.org/Safety%20Tips.pdf>

<http://auburnhills.org/Getting%20Started%20with%20Zoom.pdf>

<http://auburnhills.org/How%20to%20Set%20Up%20a%20Facebook%20Account.pdf>

<http://auburnhills.org/Creating%20an%20Email.pdf>



Carole Wilson, Computer Instructor



DOMAIN SIX: Volunteer and Civic Engagement

The city of Auburn Hills provides a number of volunteer opportunities to residents and business in our community that can be found in the Auburn Hills Review or on the city website. The Senior Services Volunteer Coordinator partners with groups or individuals to match them with the opportunities that best fit their skills and schedules. Residents interested in volunteering can get involved in a number of programs including Meals on Wheels, Common Ground Crisis Helpline, the Senior Home Assistance Repair Program, and a variety of city event.

The volunteer and civic engagement domain focuses on giving residents of all ages the opportunity to volunteer and engage with their community. While talking to members of the community, the Age-Friendly Leadership Team discovered that some residents are want more ways to volunteer and some are looking for local volunteers to assist them. Some residents have very specific one time needs like help with fixing their computer or home maintenance and are looking for ways to connect with potential volunteers.

VOLUNTEER AND CIVIC ENGAGEMENT ACTION ITEMS

16. Better utilize volunteers

Page 41-42

17. Implement a Time Bank

(A time bank is a reciprocity-based work trading system in which hours are the currency. With time banking, a person with one skill set can bank and trade hours of work for equal hours of work in another skill set instead of paying for or being paid, for services.)

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Better utilize volunteers

ACTIVITIES

- ✓ Identify what volunteer opportunities match best with our volunteers
- ✓ Offer volunteer opportunities to local educational institutions
- ✓ Partner with schools program that require volunteer hours and identify opportunities to use their skills
- ✓ Provide volunteer registration online
- ✓ Update list of current volunteers

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ Parks and Recreation Department
- ✓ Library
- ✓ Police Department

TIMESPAN

- ✓ September 2015 - September 2017

RESOURCES AND SUPPORT

- ✓ An updated list of what departments use volunteers and for what
- ✓ Increase in the marketing and communication materials for volunteer
- ✓ Webpages that target different audiences of volunteers (youth, college students, seniors)

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Difficulty marketing volunteer opportunities to interested residents
- ✓ Providing immediate access to information, resources, and people

SOLUTIONS FOR OBSTACLES?

- ✓ Gather feedback from volunteers about why they volunteer
- ✓ Match volunteers with their skills
- ✓ Providing opportunities for residents to volunteer as a family
- ✓ Use city web site, newsletter, and email past volunteers about new opportunities

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Auburn Hills Public Library
- ✓ Churches
- ✓ Local Business Clubs
- ✓ Local Schools
- ✓ National Night Out Committee
- ✓ Parks and Recreation Department
- ✓ PTO Groups
- ✓ Senior Services Department
- ✓ YMCA

METRICS

- ✓ Development of a list that compiles all city volunteers
- ✓ Increase of residents signing up to volunteer



Better utilize volunteers

OUTCOMES

The volunteer database was created and it utilized to properly sort and identify volunteers. We have increased volunteerism in certain aspects, such as with our Rake and Runs, connecting with businesses and youth groups in our area.

We have also noticed an increase in the amount of groups and individuals that want to get together and give back. The Rake and Run is a great way to do that. Twice a year, volunteer groups gather and rake the yards of Auburn Hills Seniors. The amount of yards has grown over the past few years, thanks to our great volunteers!

Volunteers are also the backbone community events such as Summerfest, delivering Meals on Wheels, and working Elections. We've seen an increase in the number of involved volunteers in these programs, and for that we are very thankful!

We have been averaging approximately 4,000 volunteer hours, many of which are completed by volunteers who are 55+.



Our Many Wonderful Volunteers



Implement a Time Bank

(A time bank is a reciprocity-based work trading system in which hours are the currency. With time banking, a person with one skill set can bank and trade hours of work for equal hours of work in another skill set instead of paying for or being paid, for services.)

ACTIVITIES

- ✓ Appoint someone in charge
- ✓ Establish a partnership with Pontiac
- ✓ Establish a resource list of people and their services

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services

TIMESPAN

- ✓ September 2016 - September 2018

RESOURCES AND SUPPORT

- ✓ Directory of Time Banks within area
- ✓ Interested residents
- ✓ Point person to write grants
- ✓ Reputable time providers

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Ensuring participants feel confident that volunteers are reputable
- ✓ Not enough people in the beginning stages
- ✓ Obtaining initial funding to start the program
- ✓ Recruiting a point person to run the program

OUTCOMES

After careful consideration and research, we determined the expense of operating a Time Bank was not cost effective for the city.

SOLUTIONS FOR OBSTACLES?

- ✓ Bring in a nearby time bank to speak about benefits
- ✓ Communications and marketing plan
- ✓ Partner with current volunteer programs
- ✓ Provide background checks

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ City Manager
- ✓ City of Rochester Hills, City of Rochester
- ✓ Local Business Retirees
- ✓ Mayor
- ✓ Pontiac Time Bank
- ✓ Senior Services Department

METRICS

- ✓ Establishment of a time bank
- ✓ Number of Participants in the time bank program



DOMAIN SEVEN: Communication and Information

The city of Auburn Hills communicates with residents and business owners in several ways including the Auburn Hills Review, Social Media, LinkedIn, Flickr, four blogs, Cable channel, a distributed events calendar and Nixle. Nixle is a community notification service that is free and allows residents to receive alerts sent out by the police department directly to their mobile phone.

COMMUNICATION AND INFORMATION ACTION ITEMS

18. Update city website with larger font options

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19. Increase distribution of Auburn Hills Review to all residents

Page 46-47

20. Increase marketing of city events

Page 48-49



Update city web site with larger font options

ACTIVITIES

- ✓ Create a communication strategy to educate residents on how they can enlarge the web site text
- ✓ Research various software possibilities

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ City Manager's Office

TIMESPAN

- ✓ September 2015 - February 2016

RESOURCES AND SUPPORT

- ✓ Funding for new software needs
- ✓ Information Technology Assistance

POTENTIAL BARRIERS OR RESISTANCE

- ✓ May be difficult to change certain aspects of the website (calendar)
- ✓ May require redesign and web page reformatting
- ✓ Not knowing how to increase the font size
- ✓ Residents may not be willing to learn

SOLUTIONS FOR OBSTACLES?

- ✓ Communicate new features through local cable channel, web site, and newsletter
- ✓ Create awareness of alternatives (Smartphones allow enlargement easily)
- ✓ Test the new changes with a focus group of residents first

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Informational Technology Department
- ✓ Senior Services Department

METRICS

- ✓ Increase in number of residents using the website
- ✓ Number of clicks daily that change font size

OUTCOMES

The city's full website was upgraded making it more user friendly. Each department is responsible for maintain their respective pages. We have staff dedicated to monitoring and updating our pages on a regular basis.

http://www.auburnhills.org/departments/senior_services/index.php



Increase distribution of Auburn Hills Review to all residents

ACTIVITIES

- ✓ Advertise the ability to request Auburn Hills Review through the water buck slip
- ✓ Identify public locations to place the Auburn Hills Review
- ✓ Print Auburn Hills Review on a more cost effective material
- ✓ Research the costs of increasing distribution

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ City Manager's Office

TIMESPAN

- ✓ September 2015 - February 2016

RESOURCES AND SUPPORT

- ✓ Funding for postage
- ✓ Point person to manage increased distribution
- ✓ Various locations throughout city to distribute Auburn Hills Review
- ✓ Volunteers to distribute Auburn Hills Review

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Cost of providing Auburn Hills Review to all residents
- ✓ Permission to place Auburn Hills Review in public locations

SOLUTIONS FOR OBSTACLES?

- ✓ Mail to all households with an opt out option
- ✓ Print on cheaper grade of paper
- ✓ Provide a link on the main city webpage
- ✓ Provide sponsorship opportunities to offset new costs

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Churches
- ✓ City Manager
- ✓ Homeowner Associations
- ✓ Local Businesses

METRICS

- ✓ Increase in city event attendance
- ✓ Increase in awareness of city services



Increase distribution of Auburn Hills Review to all residents

OUTCOMES

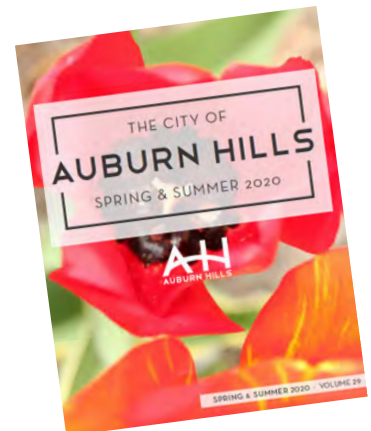
During the Community Conversations, residents voiced their concerns about the newsletter changing from print to electronic, as newsletters have historically been mailed to all Auburn Hills residents. Producing and mailing a newsletter is costly but is the most effective according to our residents. To help save costs the newsletter went from 4 newsletters to 3: Winter (January-March), Spring -Summer (April – August) and Fall (September -December). Once we returned to mailing out the newsletters, attendance increased at both programs and events. The newsletter is still available on the city website.

http://www.auburnhills.org/document_center/AHR_W2021%20D1.pdf

We increased the number of fliers and other marketing materials to both senior apartments, resulting in an increase in attendance at our programs from those apartments. As mentioned in Action Item #8, we provided Welcome Packets to new housing developments and realtors promoting our programs and services.

We have utilized the utility billing statements, however over the years we realized two things: many residents are now receiving their statements electronically and are not always reading past the amount due and have auto-pay set up, again not reading all information. We now only use utility billing for community announcements.

With COVID-19, our programs were moved virtually and with that we began a weekly virtual update on our Facebook called "Facebook Fridays". These are weekly videos – usually Facebook Live videos – where we give updates, visit other departments, show slideshows of pictures from previous events, and even do interactive programs and events like giveaways. Over the Holidays we did a 'Holiday Bingo' and announced the winner on our Facebook Friday. Viewership has been steadily increasing and it's been a great addition to our outreach.





Increase marketing of city events

ACTIVITIES

- ✓ Build kiosks downtown and at Great Lakes Crossing that provide current city information
- ✓ Create a phone line that explains current and future events
- ✓ Improve utilization of the local cable channel, city calendar, and Community Lifestyles
- ✓ Install electronic signs advertising events
- ✓ Send a newsletter specifically for senior residents, use to advertise events
- ✓ Send out e-blasts for city events monthly

RESPONSIBLE DEPARTMENTS

- ✓ Senior Services
- ✓ City Manager's Office

TIMESPAN

- ✓ September 2015 - September 2016

RESOURCES AND SUPPORT

- ✓ Billboard signs
- ✓ Calendar
- ✓ City personnel and volunteers
- ✓ Dedicated phone line for event updates
- ✓ Funding for increase in marketing efforts
- ✓ Local cable channel
- ✓ Point person for plan

POTENTIAL BARRIERS OR RESISTANCE

- ✓ Ensuring marketing targets interested individuals
- ✓ Expensive to increase outreach
- ✓ People might be confused by recording

SOLUTIONS FOR OBSTACLES?

- ✓ City Department collaboration
- ✓ Establishment of a strategic marketing communications plan

WHAT INDIVIDUALS & ORGANIZATIONS SHOULD BE INFORMED/INVOLVED WITH THESE TASKS?

- ✓ Chamber of Commerce
- ✓ City Manager's Office
- ✓ Community Development Department
- ✓ Local Businesses
- ✓ Senior Services Department

METRICS

- ✓ Increase in event participation
- ✓ Installation of information kiosks
- ✓ Creation of phone line for events
- ✓ Installation of electric signs featuring events



Increase marketing of city events

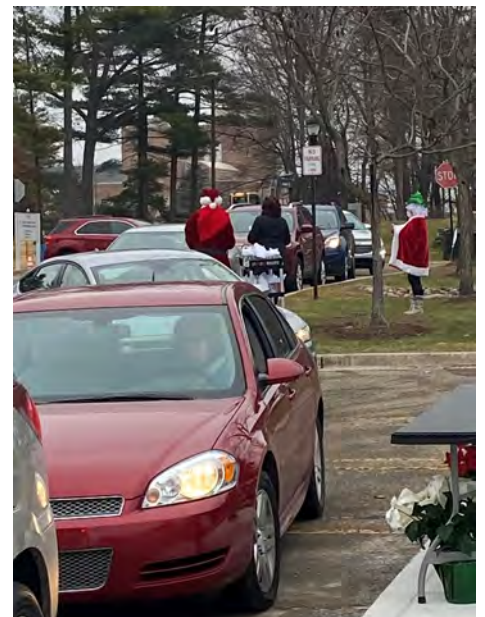
OUTCOMES

As with a couple other Action Items once we began researching the feasibility, technology capabilities and or cost of some of the suggestions we determined we could not do them. We tried to do a mass email blast, unfortunately our system could not handle the amount of emails we were sending out and we inadvertently temporarily crashed the city system. We learned to downsize our email blasts to smaller target groups which worked much better.

We expanded how we offered several fitness classes and lectures to include broadcasting on our cable show. This became very effective once COVID hit and we were no longer able to gather in person. Several of our instructors filmed classes and the classes were broadcasted out weekly. We also offered fitness classes through Zoom and that was well received as well.

During the holiday season, we normally host large parties for the seniors and have entertainment and a grand luncheon. Again, we were not able to gather so we created drive through holiday dinners where the seniors would drive up to the center and get a holiday meal. For those seniors who no longer drove we offered bus service so they could come and get a meal as well. They then could return home and turn on the local cable station and watch a prerecorded holiday program filled with music. This was also available on YouTube and Facebook Live.

https://fb.watch/47m_SdZfXM/



Drive Through Parties

NOTABLE ACCOMPLISHMENTS

WINNER OF

1

AWARD

PART OF

13

PRESENTATIONS

FEATURED IN

9

PUBLICATIONS

2017 MICHIGAN ASSOCIATION OF PLANNING EXCELLENCE AWARD
BEST PRACTICE FOR OUR AGE FRIENDLY 2015 ACTION PLAN

- 2018 MICHIGAN PLANNER NEWSLETTER – "WORKING BECOME A COMMUNITY FOR ALL"
- 2018 OAKLAND COUNTY HEALTH DEPARTMENT "ECHO" YEAR IN REVIEW
- 2017 - COUNCIL OF MICHIGAN FOUNDATIONS – CREATING INCLUSIVE COMMUNITIES FOR ALL
- 2015 AGE-FRIENDLY REPORT-INSPIRING COMMUNITIES -16 CASE STUDIES FROM THE UNITED STATES AND AROUND THE WORLD. – "BUILDING A COMMUNITY FOR A LIFETIME"
- MICHIGAN MUNICIPAL LEAUGE "THE REVIEW" – AGING IN PLACE. IS MICHIGAN READY?
- FEATURED IN SEVERAL NEWSPAPERS AND MAGAZINES
- CITY COUNCIL GOALS – EACH YEAR IS INCLUDED AS LIVABLE COMMUNITY
- OAKLAND UNIVERISTY HOP-UP PT PARTNERSHIP



FEATURED ON NATIONAL PUBLIC RADIO - STATESIDE, MICHIGAN
RADIO WITH CYNTHIA CANTY

CONCLUSION

As we reflect on our journey of making Auburn Hills a place where older adults can age in place, where they feel welcome and where they have a voice, we know we still have more work to do.

Creating a community of inclusiveness is an ongoing process, filled with challenges, hopes and ideas. We know we are up to the challenge and as we continue to our next phase towards being a Livable Community for all, we look forward to see what our future will look like through the lens of our seniors and everyone else.

This work would not have been possible without the support and dedication of City Council, Planning Commission, city staff and all our volunteers. And to our older adults in the community who helped us through the various action items, providing guidance and support we thank you.

As we continue to move forward, please do not hesitate to let us know of any new ideas you have. If you would like to volunteer on this project, go to our Age-Friendly webpage at http://www.auburnhills.org/community/age-friendly_auburn_hills/index.php or call at the number below.

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