

# 2022 YEAR FIVE AND RETROSPECTIVE REPORT

## WEST HOLLYWOOD AGING IN PLACE/AGING IN COMMUNITY INITIATIVE



**WEHO.ORG/AGING FOR MORE INFORMATION  
PREPARED BY: STRATEGIC INITIATIVES DIVISION**

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## INTRODUCTION

The City of West Hollywood was created by a coalition of LGBT activists, older adults, and renters seeking a community where they could live free from discrimination and age in their community. The City of West Hollywood’s 2013 Community Needs Assessment clearly echoed the community’s strong desire to continue to age in place in West Hollywood. Following those 2013 findings, the City Council approved the concept of an Aging in Place/Aging in Community Initiative (AIP/AIC) to determine the City’s path forward; over the course of the next two years, the City led research, development, and extensive community engagement efforts to develop the *Aging in Place/Aging in Community Five Year Strategic Plan (Plan)*, which was approved by the City Council in 2016.

Since then, the AIP/AIC Plan has guided the City’s process to become a more age-friendly community. The Plan was built upon the World Health Organization’s (WHO) Eight Domains of Livability and adopted by the AARP’s Network of Age-Friendly Cities Initiative. For the first two years of AIP/AIC, the City successfully planned program efforts around those eight domains. In Year 3, the City created the Strategic Initiatives Division to focus some of the City’s highest priority initiatives and to provide a structure to ensure the continued growth and sustainability of AIP/AIC within the City. In that year, the Strategic Initiatives Division added two new domains: Public Safety/Emergency Preparedness and Alzheimer’s Disease/Other Dementias. This was in response to evolving West Hollywood residents’ needs, and consistent with the practice of

communities adapting the WHO's framework to align with local priorities. The City has also committed to advancing racial equity and social justice through the work in each domain.

Although data from Year 3 indicated that visibility and coordination efforts resulted in higher levels of program activity and more regular outreach in the AIP/AIC implementation, Year 4 was a very different year due to the impacts of the COVID-19 pandemic. The City worked closely with contracted community partners to support an exponential increase in the number of older adults needing assistance with home-delivered meals, groceries, rental assistance, and mental health support. Although challenging, the City and its contracted agencies quickly pivoted to virtual/remote/physically distanced delivery of services and resources, repurposed existing infrastructure for alternate uses that met community needs and leveraged the strong partnerships that were already established through the City's AIP/AIC work.

The focal point in Year 5 was creating systemic changes to better address the issues highlighted in the fourth year – financial vulnerability, preventing and addressing homelessness among older adults, and finding new ways to support people experiencing mental health issues.

This Retrospective Report archives the progress and evolution of the City's age-friendly efforts – before the AIP/AIC Initiative, during the five years of the Strategic Plan, and as looks to the future. Since 2016, the AIP/AIC Initiative vision has taken an integrated approach to making West Hollywood a more age-friendly community by:

- Creating City policies and programs that guide and direct successful aging in place
- Engaging the community in the decision-making process.
- Seeking collaboration and support from non-profit organization, businesses, and other government programs and services.
- Securing additional funds from philanthropic foundations to support expanded programs that advance the AIP/AIC Plan.

As the actions under each domain outlined in this Retrospective Report will demonstrate, implementation of the Strategic Plan has focused on meeting the evolving needs of older adults in West Hollywood, with an ongoing focus on engagement with community members. Some of the key programs, events, and webinars were created from the ideas and suggestions of individual community members. Under the direction of the City Council, numerous City departments and divisions, along with our contracted community based social service agencies have provided vital services. Awareness continues to be raised through staff discussions of AIP/AIC in public meetings and intentional integration of AIP/AIC concepts into annual interdisciplinary workplans.

This report is designed to be a holistic and cumulative view of the AIP/AIC Strategic Plan efforts. The original Year One evaluation Implementation Tracking tool was reviewed, line by line, to compare and analyze the activity over the past five-plus years. The policies, events and programming that were implemented are listed below under the applicable domain. Any of the goals not yet accomplished -- including those goals that have evolved since the original Plan -- are noted under the Next Steps section at the end of this report.

## TIMELINE

**June 2010** – City of West Hollywood hosts symposium *Pathways to Positive Aging: Creating Communities for a Lifetime*

**June 2013** – City of West Hollywood 2013 Community Study (needs assessment) showed the increased desire of community members to age in place

**December 2014** – The City Council approved the concept of an Aging in Place/Aging in Community Initiative and corresponding Strategic Plan.

**January 2015** – Beginning of two-year period of gathering information from experts in the field of aging, World Health Organization, AARP Network of Age-Friendly Communities, and extensive community engagement

**April 2016** – The City Council approved the Aging in Place/Aging in Community Five Year Strategic Plan; the City of West Hollywood became the first Southern California city to join the AARP Age-Friendly Communities Network

**June 2017** – Year One Evaluation Report; the City raised philanthropic dollars -- \$50,000 to launch the *Be Well WeHo* program and \$5,000 to support the innovation components

**June 2018** – Year Two Evaluation Report

**June 2019** – Year Three Evaluation Report

**December 2020** – Year Four Evaluation Report

**August 2022** – Year Five Retrospective Report and Future Action Plan

## NOTES ABOUT DOMAIN ACTIVITIES IN THIS REPORT

- Each policy, program, activity, and event below is listed under the domain it addresses. There are many activities that could be listed under several domains; however, each activity is listed in the most relevant domain to eliminate redundancy.
- After each activity description, there is a parenthesis that has a number that indicates the AIP/AIC year (1-5) of implementation and names of the lead department(s)/ division(s) and non-profit agency partner(s) implementing the activity.
- A “+” next to the year of implementation indicates that the item continues beyond the AIP/AIC year it began.
- Some of the activities that show a “1+” were implemented prior to the AIP/AIC Initiative and Plan; they are part of the infrastructure upon which the AIP/AIC Initiative and Plan was built. For example, the City has been contracting with non-profit organizations to provide social services programming since 1985. The City continues to foster relationships with these community-based organizations that directly and indirectly serve the older adult community. These relationships are the foundation of strong partnerships that are fundamental to the work done to achieve the implementation goals for the AIP/AIC Initiative.

- References to City departments and divisions may vary; prior names of departments or divisions are utilized for activities that occurred in the earlier years of the Plan.



## DOMAIN 1: OPEN SPACE & BUILDINGS

**Definition:** An age-friendly community includes public places to gather indoors or out, and places where residents can get some fresh air, such as visiting parks, walking or just sitting on a bench.

- Encourage the creative development of existing, shared open and green spaces for gathering and sense of community. (Years 1+, Long Range and Mobility Planning Department)
- Improve City facilities to encourage gathering by including ramps and wide entrances, grab bars and railings, and readable signage helpful to older adults. (Years 1+, Facilities and Field Services Division)
- *The East Side Community Priority Plan*, designed to improve the physical, social, and economic character of the area, and the *Pedestrian and Bicycle Mobility Plan* (both adopted by City Council in 2017) each included numerous specific references to AIP in the planning document. (Years 2+, Planning and Development Department)
- Pedestrian activated, push-button traffic signals were installed at five un-controlled crosswalks at busy locations to offer additional protection to pedestrians, especially those who are older and/or those with mobility challenges. (Year 2+, Planning and Development Department)
- The “parklets” project was launched to create small, urban parks to replace parking spots with greenery and sitting areas to provide gathering spaces and places to rest in public areas. (Year 2+, Planning and Development Department)
- Neighbor to neighbor involvement was expanded in several ways: offering emergency preparedness trainings for older adults, Neighborhood Watch meetings, open houses, and health and welfare checks. (Year 1+, Public Safety Department)
- AIP/AIC concepts are incorporated into recreational programming and maintenance of streets and buildings to ensure activities and cityscape may be accessed by older adults and people with mobility challenges. (Year 3+, Facilities and Field Services Division, Recreation Division)
- Based on community feedback, new furniture that promotes comfortable and safe places for older adults (i.e., chairs with arms that enable people to more easily and safely get in/out of them) have been purchased for community spaces such as Kings Road Park, the Werle Building (West Hollywood Recovery Center, The ONE Archives

Gallery & Museum, and the June L. Mazer Lesbian Archives), City Hall and the community meeting rooms at the West Hollywood Public Library. (Year 1+, Facilities and Field Services Division, Recreation Services Division)

- In order to meet the hearing needs of older adults, audio-visual equipment was upgraded to align with hearing aid range and screens were provided for closed captioning. (Year 3+, Facilities and Field Services Division)
- When the City invited proposals for landscape architecture design and public art at the Gathering Place, the goal was to repurpose space and incorporate landscape, shade, and seating that promote activity and socialization; outdoor areas with seating and shade encourage older adults to venture into the community knowing there are several places for respite. (Year 3+, Planning and Development Services Department)
- Grand opening of the newly renovated West Hollywood Park and Aquatic Recreation Center (ARC), designed to enhance the community's access to public space and additional programming for older adults. All patrons over the age of 55 are given free access to the ARC's lap and recreation swim programs. (Year 5+, Facilities and Field Services Division, Recreation Services Division)
- Before the new West Hollywood aquatic center was open, the previous pool facility offered water-based training opportunities for older adults and people living with a disability to increase endurance, mobility, and strength, and cater to fitness needs including joint therapy and conditioning. (Year 3+, Recreation Services Division)



## DOMAIN 2: TRANSPORTATION

**Definition:** An age-friendly community includes ways for older adults and non-drivers to get where they need to go.

- Numerous in-person presentations were conducted at senior housing facilities to increase knowledge about free transportation options available to older adults and people living with a disability in the City; information was shared about Dial-A-Ride, TLC door-to-door assistance, and subsidized taxi services. Educational “Older Adult Transportation Pop-Up” events about Metro services also took place and were broadcast on WeHo TV. Travel training, to teach ways to use various modes of transit and information about how to use transit apps, were shared at different events. (Years 1+, Social Services/Transit Services)
- TLC’s door-to-door services, which are staffed with an attendant (in addition to the vehicle driver) assists passengers getting from their homes to the vehicle and from the vehicle to their appointment; this individualized support for older adults and those with mobility challenges enables more people to access transit who might not otherwise be

able to do so. (Years 1+, Social Services/Transit Services)

- Reduced bike traffic on sidewalks and enhanced pedestrian safety by creating shared lanes with sharrows and bicycle boulevards on neighborhood streets. (Year 1+, Long Range Planning Division)
- Improvements have been integrated into existing transit programming, such as adding services for nighttime and weekend outings, longer service hours, and shuttle/connectivity to the rail system, to accommodate people who chose or are unable to drive. (Year 1+, Social Services/Transit Services)
- In 2017, the Transit and Paratransit Services Request for Proposal was updated to include language and information about the AIP/AIC Initiative and highlight that the program is utilized by “seniors, members of the LGBTQ community, and emigres from the former Soviet Union” because the “City has a strong commitment to social services and programs which support “Aging in Place.” (Year 2+, Social Services/Transit Services)
- To meet the transportation needs of the older adult community, the City subsidized “on demand” transportation, allowing residents to request transportation and receive assistance in a timely manner. (Year 3+, Social Services/Transit Services)
- To maintain pedestrian safety on sidewalks, the West Hollywood City Council banned companies from leaving rentable dockless scooters in the City. (Year 3+, Planning & Development Services Department)
- To improve walkability on Sunset Blvd, red curb extensions were added to intersections to promote pedestrian safety by enhancing driver recognition of pedestrian zones; this is especially important for some older adults who are frail or have mobility challenges. (Year 3+, Planning & Development Services Department)
- The City hosted the AARP Regional Roundtable for Southern California in 2019 at the West Hollywood Park, which focused on the domain of Outdoor Spaces and Buildings. (Year 3, Strategic Initiatives Division)
- To fill the need created by the closure of congregate meal programs (due to the COVID-19 pandemic and its disproportionate risk for older adults) and support older adults who were unable to leave their homes to shop, the City partnered with contracted transportation services to repurpose drivers to deliver groceries and meals. In coordination with the City, community-based contractors, transit providers delivered over 60,000 meals and 3,500 packaged delivery orders to community members who were 55 years and older and/or living with a disability. (Year 4, Social Services/Transit Services, MV Transportation)

- City transit providers also delivered box fans and bottled water to more than 110 community members without air conditioning who would ordinarily have accessed the City’s cooling centers but were unable to due to COVID-19 public health directives. (Year 4+, Social Services/Transit Services, American GTS)
- Metro Fare Credits and Emergency Fare Credits were extended for older adults and those living with a disability: the 30-day Metro bus pass was completely subsidized, and existing Metro TAP cards were automatically filled using LA Metro’s “TAP to Go” system. The City also provided \$100 in program credits to active participants in the City’s On-Call Transportation program serving older adults and residents living with a disability who required transportation on short notice or outside of the regular operating hours and routes of the City’s other transit programs. (Year 4+, Social Services/Transit Services)



### **DOMAIN 3: RESPECT & INCLUSION**

**Definition:** An age-friendly community listens to, values, and includes its older community members.

- The City has continued to improve meeting accessibility to ensure older people can participant in community meetings (transit, digital access, large print materials). (Year 1+)
- The City worked closely with Homeless Initiative outreach partners to develop new assets for the Homeless Initiative communications campaign, utilizing a racial equity lens. These new graphics are representative of the diversity of community members experiencing homelessness, including older adults. (Year 5, Strategic Initiatives Division)
- The City continues to advocate for AIP/AIC issues as a legislative priority to strengthen the City and region as age-friendly communities. (Year 1+, Community and Legislative Affairs Division)
- In 2019 and again in 2022, the City released a Request for Proposals (RFP) for non-profit agencies providing social services that included funding priorities for senior services, older adults as an important target population, and noted a specific emphasis on older adults who are frail and homebound. The RFP was designed to enable the City to allocate more than \$5 million dollars annually to provide services to meet the crucial needs of the community. (Year 3, 5+, Social Services Division)
- To continually strengthen the accessibility of City-funded Social Services programs to community members of color, the City Council directed staff to perform an analysis of the social services needs of people of color in West Hollywood. A local research firm completed a needs assessment to understand current utilization of services.



The study's results were shared with Council and findings were incorporated into the FY 22-25 Social Services Request for Proposals. (Year 5+, Social Services Division)

- The Cultural Equity Statement, adopted by the City's Arts and Cultural Affairs Commission and approved by the City Council, affirms that each member of the community should have access to the arts which reflect and nurture individual identities, affirm personal value, and foster belonging. The Arts Division and Commission's definition of diversity "includes all ways in which people differ, including by not limited to race, ethnicity, gender, socioeconomic status, education, age, gender identity, gender expression, sexual orientation, ability, geography, citizenship status, religion, language, physical appearance, and the intersection of these various identities." (Year 5+, Arts Division)
- The City's Arts Division provided inclusive educational, art and cultural activities that are intergenerational and take place where people tend to gather. (Year 1+, Arts Division):
  - The Trans Elder Project, funded through a Transgender Arts Initiative Grant and created by the Los Angeles LGBT Center, is a 45-minute video documenting the stories of transgender older adults. (Year 2, Arts Division)
  - Three of the five artists whose work is displayed at the West Hollywood Library are older adults. (Year 2+, Arts Division)
  - As part of the City's WeHo Reads, author events often feature several older adults (Year 2+, Arts Division) including *The Liberation of Ivy Bottini – A Memoir of Love and Activism*, featuring LGBTQ activist Ivy Bottini and her biographer Judith V. Branzburg, sponsored by the City's Lesbian Speaker Series, ONE National Gay & Lesbian Archives, the Los Angeles LGBT Center – Senior Services, Hollywood NOW, and the June Mazer Lesbian Archives. (Year 3, Arts Division)
  - The City along with the LA LGBT Center's Senior Services Department and One City. One Pride/New Stages, hosted a series of workshops and a musical theater piece for LGBTQ older adults to highlight lives that were acts of heroism for LGBTQ liberation. (Year 3, Arts Division)
  - The City called for LGBTQ+ storytellers (musicians, actors, filmmakers, writers), over 55 years old to help create an intergenerational project for Pride month for the WeHo Pride LGBTQ Arts Festival (previously "One City, One Pride"). (Year 5, Arts Division)
- For Senior Month, the City hosted *The Immortal Regiment March*, *Victory in Europe Day*, *Maysky Classical Music Gala*, the *17<sup>th</sup> Annual Russian Arts and Cultural Festival*, lectures on the *Impact of Yiddish Theatre on American Theatre* and *Opera Talk: Rigoletto*. (Year 2+, Social Services Division, Arts Division, with the Russian Advisory Board)

- The City has participated in several AARP So Cal educational trainings on creating a “Just, Equitable, Diverse, and Inclusive (JEDI)” Age-Friendly Community to emphasize that a deliberate focus on diversity, equity and inclusion (DEI) ensures that all residents have a voice. (Year 4+, Strategic Initiatives Division)
- As it is estimated that by 2030, 70% of people living with HIV in the United States will be 50 years or older, City staff participates in the collaborative event, *National HIV/AIDS and Aging Awareness Day Event: Remembering the Past, Reflecting on the Present, Envisioning the Future*, hosted by APLA Health, CHIPTS, the San Francisco AIDS Foundation (SFAF), and the Pacific AIDS Education and Training Center (PAETC). (Year 4+, Strategic Initiatives and Social Services Divisions)
- During the COVID-19 pandemic, virtual classes, activities, and skill building workshops -- including tutorials for using technology -- were offered to older adults to provide connection, resources, and socialization. (Year 4+, Recreation Services Division, Social Services Division, Jewish Family Services’ West Hollywood Comprehensive Services Center, LA LGBT Center’s Senior Services Program.)



#### DOMAIN 4: HOUSING

**Definition:** An age-friendly community has housing suitable for older adults.

- Encourage new residential construction projects to include shared spaces (laundry, shared kitchens, common space, and social areas). (Year 1, Rent Stabilization and Housing Division)
- Review City ordinances and offer education and incentives for landlords to address the needs of older adults (unit transfers, unit modifications). (Year 1+, Rent Stabilization and Housing Division)
- Develop an Accessibility Incentive Program for apartment owners to integrate older adult safety features into rental units. (Year 1+, Rent Stabilization and Housing Division)
- Conduct home safety checks for older adults (fall hazards, lighting, clutter, smoke and carbon dioxide detectors, etc.) and provided Home Secure services (accommodations including installing handrails in front of building, bars, raised toilets, roll-in showers, widening of doorways for wheelchair accessibility, ramps, and detectors). (Year 1+, Social Services Division, JFS, DCRC (formerly WCIL), and APLA Health)
- West Hollywood Library and City staff identified an emerging older adult population of West Hollywood community members experiencing homelessness congregating at the West Hollywood library. Contracted homeless outreach providers are on-site Monday – Friday to conduct outreach and provide linkage to shelter and services as needed.

(Year 1+, Strategic Initiatives Division, Social Services Division, Ascencia, APLA Health, LA LGBT Center's Senior Services, Step Up on Second, Tarzana Treatment Center)

- In 2018, the City Council approved The City of West Hollywood Five-Year Plan to Address Homelessness in Our Community. The plan advances local priorities, policies, and programs to prevent and end homelessness. One of the plan's seven goals is: *Prevent homelessness among West Hollywood residents, especially seniors, individuals living with disabilities, and vulnerable families.* (Year 2+, Strategic Initiatives Division)
- The City's Inclusionary housing policy gives developers and opportunity to choose to produce affordable inclusionary housing units or pay an in-lieu fee and commercial impact fee into the Affordable Housing Trust Fund. (Year 1+, Rent Stabilization and Housing Division)
  - In 2021–2022, 55 affordable housing units (10 very low income, 2 low-income, 9 moderate-income, and 34 moderate workforce) were added and developers who did not build inclusionary units paid in-lieu fees and commercial impact fees of \$2 million dollars into the Affordable Housing Trust Fund. (Year 5, Rent Stabilization and Housing Division)
  - City completed lease-up of 33 new low-income/moderate income inclusionary units at Domain and eight new very low-income/low-income inclusionary units at The Crown. (Year 2+, Rent Stabilization and Housing Division)
  - The City allocated \$2.1 million dollars from the City's Affordable Housing Trust Fund to the LA LGBT Center's Anita May Rosenstein Campus Senior Housing Building; 17 older adult (62+ years old) West Hollywood community members signed leases with LGBT Center in 2021. The residents are able to access onsite case management, supportive services, social events, activities, and educational programming through the Center. (Year 3+, Rent Stabilization and Housing Division, Strategic Initiatives Division, Social Services Division)
  - Between January 2020 and June 2021, 31 new affordable housing units became available to people on the City's Inclusionary Housing waitlist. A total of \$2.9 million in development fees were allocated to the City's Affordable Housing Trust Fund. City Council also allocated \$11.34 million from the fund to support EAH Housing in building two housing developments with 90 affordable housing units. (Year 4, 5; Rent Stabilization and Housing)
- In 2018, the Blue Hibiscus, a 22-unit building, opened providing affordable housing to people experiencing mental illness and people living with HIV/AIDS, along with transition age youth. The building is operated by the West Hollywood Community Housing Corporation and includes living space accommodates older adults and offers resources, such as a residential manager and a fitness room, in the building. (Year 3+, Rent

Stabilization and Housing Division, West Hollywood Community Housing Corporation)

- Worked with the County of Los Angeles Housing Authority, JFS West Hollywood Comprehensive Services Center, and Bet Tzedek Legal Services to actively monitor Section 8 tenancies (to maintain limits on increases, reasonable accommodations, etc.) and allow long-term older adult tenants to remain in their home. (Year 2+, Rent Stabilization and Housing Division, Social Services Division, JFS, Bet Tzedek)
- City staff links older adults with legal counsel and defense services through Bet Tzedek Legal Services, Coalition for Economic Survival Tenants Rights Clinic, Eviction Defense Network, and Small Claims Court Advisors to prevent evictions. (Year 2+, Rent Stabilization and Housing Division, Bet Tzedek, Social Services Division, regional partners)
- The City continues to provide services to address hoarding and habitability for older adults to help them prevent evictions and stay in their housing. (Year 2+, Rent Stabilization & Housing Division, Social Services Division, Strategic Initiatives Division, JFS)
- During the pandemic, the City provided support for renters and expanded services to include resources to educate and provide access to local, county, state, and federal eviction protections. An e-mail information services was also established regarding rights and responsibilities in rental housing to share with tenants and landlords. (Year 4, Rent Stabilization and Housing Division)
- From April–November 2020, the Division assisted 5,400 renter households in navigating the eviction moratorium rent payment deferment and provided referrals for additional support. (Year 4, Rent Stabilization and Housing Division)
- The City increased funding to non-profit agency partners to provide additional legal advocacy and emergency rental assistance to prevent evictions and enable older adults to stay in their homes; of the two rental assistance programs, the one with Alliance for Housing and Healing was specifically designed for older adults ages 55+ and was expanded due to the impacts of COVID-19. More than \$1.6 rental assistance dollars have been provided to date in emergency rental assistance. (Year 4 and Year 5, Social Services Division)
- The City collaborates with County and community partners to strategize about improving services and housing opportunities for older adults. The City joined Los Angeles County's Service Planning Area 4 first cross-sector collaboration between the Los Angeles Homeless Services Authority and community-based organizations working with older adults. At the end of 2021, the collaboration evolved into the United Way Older Adult Policy Action Team to advocate for the needs of older adults who are currently, formerly, or at- risk of becoming homeless and shares targeted information with state, regional,

and local organizations and decision-makers. (Year 4+, Strategic Initiatives Division)

- The City has created an Accessory Dwelling Unit (ADU) pilot to incentivize property owners to build a rental unit on their property to create more affordable housing to serve people with prior experience of homelessness, including older adults. (Year 5, Economic Development Department)
- Between 2021-2022, Council approved allocating \$7 million from the Affordable Housing Trust Fund to support the capital and operating costs to purchase the Holloway Motel and convert it to an interim housing program. In 2022, the State of California awarded the city a grant of \$6,007,661 for capital and operating costs for the project. (Year 4/5, Strategic Initiatives Division, Property Development Division, City Manager's Office)
- Data from the California Master Plan for Aging and the City's most recent Community Study highlighted the challenges of poverty and homelessness facing many older adults in the State and City. To address these issues, the City recently launched the first guaranteed income (GI) pilot in the country for older adults (50+) living on a low income. On August 30, 2022, the West Hollywood Pilot for Guaranteed Income (WHPGI) began distributing \$1,000 month of unconditional cash to 25 West Hollywood community members for 18 months. City staff secured \$450,000 for the participant disbursement funds from two external sources: Los Angeles County Measure H Innovation funds for homelessness prevention, distributed through the Westside Cities Council of Governments and a private donor, Dr. Sharon Daily, in honor of her late partner of 39 years, Patricia Dengler. The Center for Guaranteed Income Research at University of Pennsylvania is gathering data to determine the impacts of GI on economic stability, housing stability and retention, and health/mental health and social connection. (Year 4/5+, Strategic Initiatives Division)
- In FY 2018-19, the City Council approved funds to assist low-income, older adult tenants living in HUD buildings within West Hollywood with cleaning services needed to prepare their units to pass the annual inspections conducted by the Los Angeles County Development Authority (LACDA). Specifically, cleaning services were available to tenants who had previously failed, or were in danger of failing inspection, and were vulnerable to eviction/homelessness. (Year 3+, Rent Stabilization and Housing, Strategic Initiatives Division, Social Services Division, JFS)
- The City conducted outreach and engaged older adults to assist them to apply for affordable housing interest lists. (Year 3, Rent Stabilization Division)
- In collaboration with a law firm, the City provided education and support for older adults regarding landlord negotiation focused on unit transfer requests from upper floors to lower floors; the transfers allow older adults to swap units within their building to avoid losing their current renter protections while giving residents access to units that match their mobility. (Year 3+, Rent Stabilization and Housing Division)

- Assist community members experiencing homelessness to apply for Section 8 subsidized housing vouchers, conduct housing navigation and then provide wrap around services to remain housed. (Year 1+, Social Services and Strategic Initiatives Division, Housing Works, Ascencia, Step Up on Second, LA LGBT Center’s Senior Services)



## DOMAIN 5: COMMUNICATIONS & INFORMATION

**Definition:** An age-friendly community helps older adults access the information they need.

- Promote proactive planning for wellness in relation to medical, financial, and support systems that are sensitive to the unique attributes of the West Hollywood community (materials that promote services and include LGBT, Russian speaking, and single adult community members). (Year 1+, multiple City divisions and independent contractors)
- Support community members who may not have access to electronic technology or who are not comfortable with their digital skills by providing computers and support at Plummer Park and West Hollywood Public Library. (Year 1+, Jewish Family Services, West Hollywood Library)
- With support from the JFS’ Activities Department and consultant Monica Dunahee, the City hosted *Making Your Smartphone Work for You*, a bilingual (English and Russian) and intergenerational tech workshop. Bilingual youth from the City’s Teen Center served as the classroom volunteers and helped participants with a series of activities, including moving icons on their screens, switching ringtones, and adjusting volume and text size. (Year 3+, Strategic Initiatives Division, JFS, Recreation Division/Teen Center)
- The City provided critical information to the public about health and safety measures and City resources at the beginning of the COVID-19 quarantine period in March 2020. A section on the City’s website provided specific information for older adults, listing services available through non-profit partners, special hours at grocery stores and pharmacies, and other health information. Multi-language advisory cards were mailed to every household to share information and resources, telephone/SMS/email tools were activated for rapid alerts and advisories, electronic messaging boards were installed on major streets, digital health and safety advisories were deployed on bus shelters and electronic billboards, frequent social media information/graphics and news-format videos were posted to alert community members. (Year 4, Communications Department, support from Strategic Initiatives, Social Services, Rent Stabilization and Housing, and the Facilities and Field Services Divisions)
- In February 2021, City of West Hollywood, along with Assemblymember Richard Bloom’s office and the California Contractors State License Board, co-hosted a virtual *Scam Stoppers* event. Expert speakers educated the community about how to avoid scams,

including those related to COVID19 vaccines and stimulus payments. (Year 5, Strategic Initiatives Division)

- During the time of COVID-19 quarantine, the City created a quarterly newsletter, *Community Connection: A Guide to Thrive at Any Age*, for residents 55 and older. To bridge the digital divide and access community members without smartphones, computers, or internet services, the newsletter was mailed to more than 7,000 older adults each season to offer available social services and resources, brain stimulating activities, and articles featuring articles about avoiding scams, the importance of financial planning, and accessing caregiver support for people living with Alzheimer's and other dementias and their loved ones. (Year 4+, Recreation Division, with support from the Communications Department, Social Services Division, and Strategic Initiatives Division)



## DOMAIN 6: CIVIC PARTICIPATION & EMPLOYMENT

**Definition:** An age-friendly community encourages ways older adults can stay involved, such as through volunteer work or paid employment.

- A West Hollywood Volunteer Corps was established to match older adults with volunteer opportunities. (Year 1+, JVS So Cal and JFS West Hollywood Comprehensive Services Center's Connect Program)
- The City provides employment navigation and career services for transgender, non-binary and gender diverse people, including older adults, as well as gender diversity and inclusion training for West Hollywood employers. (Year 3+, Social Services Division, TransCanWork, TransLatin@Coalition)
- For the local March 2019 election, individuals living in residential buildings for older adults were given information about voter registration, voting by mail, and polling site transportation options. Sample ballots in English and Russian were also made available. (Year 3, City Clerk's Office, Strategic Initiatives Division, JFS)
- To increase civic participation during quarantine, City Council, Advisory Board and Commission meetings, and other community engagement activities were transitioned to virtual meetings via Zoom. (Year 4/5, City Clerk Division, Information Technology Division, Communications Department)



## DOMAIN 7: HEALTH & COMMUNITY SERVICES

**Definition:** An age-friendly community cares for its older adults and provides ways for them to care for themselves and others.

- Be Well WeHo, launched in Year One, offers multiple evidence-based class series and workshops that address the physical, mental, and emotional wellness of older adults.

Workshops and classes have included: UCLA's Evidence Based Memory Training classes, Mindfulness and Gratitude Series, Aquatic Exercise, Matter of Balance, Enhanced Fitness and Tai Chi for Arthritis, Healthier Living, Smartphone workshops, and most recently, Finding the Stories/Keeping the Memories classes. (Year 1+, Recreation Division, Strategic Initiatives Division, JFS, Cedars-Sinai Medical Center, Partners in Care Foundation, AARP, West Hollywood Community Housing Corporation)

- Cedars Sinai Medical Center, in collaboration with the City and other non-profit agency partners, conduct regular health testing through monthly programming and the annual Senior Health Fair. Cedars Sinai has also provided vaccination services for the community aimed at older adults and those living with disabilities. (Year 1+, Social Services Division)
- Train physicians and healthcare providers via workshops, conferences, webinars, about the needs of older adult LBQ women. (Year1+, Los Angeles County Lesbian, Bisexual and Queer Women's Health Collaborative, Strategic Initiatives Division)
- The City commits more than \$5 million dollars annually to contract with local non-profit partners to provide a spectrum of social services at no-cost to West Hollywood community members of all ages; 20% of the funding is allocated to programs specifically serving older adults. Constituent support and referrals related to the contracts are provided by City staff. (Year 1+, Year 5+, Social Services Division)
  - As funded social services contractors for the City of West Hollywood, JFS and LA LGBT Center Senior Programs provide older adults with intensive case management and counseling services and social activities/programming at the West Hollywood Comprehensive Services Center in Plummer Park and the LA LGBT Center.
  - Ensure older adults have access to proper nutrition through congregate meal sites, home delivered meals, and groceries. (JFS Nutrition Program, Project Angel Food, JFS SOVA food pantry, LA LGBT Center)
  - Facilitate older adult access to in-home supportive services. (JFS, LA LGBT Center)
  - Identify and engage people who are isolated or home-bound, with special attention to LGBT older adults. (pet visits/support) –(PAWS)
  - Support peer-to-peer engagement. (JFS, Being Alive, LA LGBT Center Senior Program, APLA Health)
  - Additional services like legal advice, medical and dental services, HIV prevention and treatment programs, enrollment into CalFresh/Medi-Cal and other government benefit application support, and mental health/substance abuse treatment/harm reduction programs are available to older adult community



members. (Bet Tzedek, Saban Community Clinic, APLA Health, Men's Health Care Foundation, Friends Research Institute, LGBT Center, DCRC, McIntyre House, Tarzana Treatment Center)

- As isolation tremendously impacts overall health, the Senior Advisory Board formed an Ad-Hoc Subcommittee to discuss how to enhance older adults' connection to the community and each other. "Seniors in Action (SIA)," a social-emotional/education group for seniors, especially those living alone, was created. SIA is about community + connection + conversation and is a monthly gathering to engage and socialize through guided discussion about an interesting TED talk led by an engaging consultant. This program was featured in a segment on Spectrum in the News. (Year 1+, Social Services Division, Strategic Initiatives Division, Senior Advisory Board)
- APLA Health's HIVE (HIV-Elders) offers free monthly life skills workshop that supports and empowers adults 50+ living with HIV. The workshop offers psychoeducation about trauma and stigma, life skills training on self-care and managing stress, and health education on HPV, HIV, and mental health. Also serves as a focused support group for long-term HIV survivors, a priority population in the AIP/AIC Strategic Plan. (Year 3+, Social Services Division, APLA Health)
- APLA Health hosted a two-day seminar, "Elevate: Next Level Care Aging and HIV+" for those who are HIV+ and over 50 years old. (Year 2+, Social Services Division, APLA Health)
- APLA's Health's HIVE program offered a series of online psycho-educational events including: "From Pandemic to PLANdemic: Resetting in the Age of COVID," "Unmasked: Frauds and Scams," and "How to Stay Mentally Healthy during COVID-19," a four-week mindfulness support group, HIVE Connections (a virtual version of the regular emotional support group) and "Coffee Walks," outside gatherings where staff provided coffee, snacks, and a walk to participants. (Year 4, Social Services Division, APLA Health)
- The City launched a Planning and Coordination collaborative comprised of contracted agencies that provided programs and services to long-term survivors with HIV. (Year 2+, Social Services Division)
- CalFresh enrollment efforts to increase participation of underserved residents who qualify for this food benefit, but had not applied, led to 421 additional West Hollywood resident applications. Cedars Sinai Medical Center provided JFS with funding to increase access to this state government benefit and according to JFS, 91% of those additional applicants were older adults (60+). (Year 4, JFS with support from Communications Department and Strategic Initiatives Division)
- Prior to COVID-19, West Hollywood was offering more than 30 different social services programs for older adults, including congregate meals and physical and mental health

services. The City and non-profit agency partners pivoted to deliver these services, and additional ones, remotely. (Year 1+, Pivoted Year 4, Social Services Division, Strategic Initiatives Division)

- Some of the City's contracted non-profit partners maintained a proportion of in-person services, physically distanced and utilizing personal protective equipment, for high acuity situations where virtual environments were not appropriate or accessible. (Year 4+, Social Services Division, Strategic Initiatives Division)
- Personal Protective Equipment (PPE) was donated to and purchased by the City for distribution to older adults. (Year 4+, Strategic Initiatives Division)
- The City hosted a series of webinars on loneliness and social isolation and provided mental health resources and service information. (Year 4+, Social Services Division, JFS, LA LGBT Center's Senior Services, Being Alive)
- Prior to COVID-19, JFS offered daily wellness checks for older adults. To increase connection with older adults during the quarantined period, the Recreation Services Division and the LA LGBT Center also made phone calls to assess unmet needs, offer information and resources, and provide support. (Year 1+, Year 4 increased)
- During the time of quarantine, emotional and logistical support was offered to older adult residents living in the three buildings operated by the Los Angeles Community Development Authority. The JFS Service Coordinator maintained contact with residents over the phone, virtually case managed clients' needs, and ensured landlord/tenant concerns were resolved to prevent future evictions. (Year 4, Strategic Initiatives Division, Social Services Division)
- The hot meal programs that were operating pre-COVID were transitioned into weekly home-delivered frozen meals for older adults to comply with public health orders. The number of older adults needing food support went up 269% (over the original contract number of individuals). The number of meals provided to individuals also increased due to the partnership with the City's contracted transit provider, MV Transportation that provided delivery of the meals. (Year 4, Social Services Division, JFS Nutrition, MV Transportation)
- Project Angel Food began an emergency home delivery meal program specifically for older adults that significantly expanded the agency's requirements for service. (Year 4, Social Services Division, Project Angel Food)
- JFS' Life@Home Program increased its support by streaming more than 20 live activities per week to enhance the socialization among home-bound Russian-speaking

Holocaust survivors. (Year 4, Social Services Division, Strategic Initiatives Division, JFS)

- West Hollywood Community Housing Corporation (WHCHC) Resource Coordinators worked in partnership with the LA County Department of Public Health and Curative to bring mobile vaccination clinics to vulnerable residents – older adults and people living with a disability. (Year 4, Social Services Division, Strategic Initiatives Division, WHCHC)
- The City Council directed the development of a behavioral health crisis response team, the West Hollywood Care Team, to support housed and unhoused community members experiencing a behavioral health crisis; as with the MET Team, it is expected that the Care Team will provide support to older adults needing mental health support. (Year 5+, Strategic Initiatives Division)
- In December 2021, the City Council approved a series of free pickleball clinics for community members of all ages to learn about rules, scoring, and basic strategies of the sport and participate on the five newly resurfaced and striped pickleball courts at Plummer Park. Equipment provided. (Year 5+, Recreation Services Division)



## DOMAIN 8: SOCIAL PARTICIPATION

**Definition:** In an age-friendly community, there are places for older adults to go for fun, enjoyable activities for them to do, and ways to stay socially connected.

- Create welcoming opportunities for older adults to engage in physical activity. (Year 1+, Recreation Division, JFS, WHCHC, and now LA LGBT Center’s Senior Services)
- City had a contract with the West Hollywood Community Housing Corporation to offer “Life-long” workshops and presentations including Yoga, Matter of Balance classes, Arthritis Exercise, Nutrition Bingo, Aging with Vision Loss, hoarding reduction, celebrating birthdays, and accessing senior services. (Year 2, Rent Stabilization and Housing Division)
- The Recreation Division hosted the *Summer Luau Senior Dance*, an evening at Plummer Park with Hawaiian/Polynesian performances and dancing. (Year 3+, Recreation Services Division)
- The Arts Division continued efforts to produce events and activities of interest to older adults. Assistive listening devices were made available to attendees and events were hosted in the early evening to appeal to individuals working during the day and to make transportation to/from home feasible at night. (Year 3+, Arts Division)
- In February 2019, the City presented *WeHo Reads: Remembering Beverly Park* to engage older adults who lived in the West Hollywood/Los Angeles area in the 1960’s; the exhibition took place in the West Hollywood Library and featured photographs from Jay

Jennings' book "Beverly Park: The Kiddieland that Inspired Walt Disney." (Year 3, Arts Division)

- In collaboration with the City's Free Theater in the Park program and the Classical Theater Lab, the Arts Division hosted an afternoon performance of *The Last Days of Don Juan*. Attendees received free admission to the outdoor event, followed by an opportunity to meet the cast after the performance. (Year 3, Arts Division)



#### **DOMAIN 9: PUBLIC SAFETY/EMERGENCY PREPAREDNESS**

**Definition:** An age-friendly community provides support and plans in advance to ensure the physical, financial, and technological safety of older adults.

- The City coordinated outreach and support efforts with the West Hollywood contracted Mental Evaluation Team (MET), Jewish Family Services, Los Angeles Public Guardians Office, Los Angeles County Adult Protective Services (WDACS), and Cedars Sinai Medical Center to ensure the safety and well-being of older adult constituents with memory loss and/or mental health issues. (Year 3+, Strategic Initiatives Division)
- In partnership with the West Hollywood Sheriff's and Fire Departments, the City conducted a series of presentations at multiple West Hollywood senior affordable housing apartment buildings to address personal safety, theft prevention, disaster preparedness, and how to respond to emergencies. (Year 2, Public Safety Department)



#### **DOMAIN 10: ALZHEIMER'S/OTHER DEMENTIAS**

**Definition:** In an age-friendly community, people with dementia and the people that care for them are empowered, supported, and fully included in society.

- Offer caregivers management and linkage to resources to continue to improve care for their loved ones. (Year 1+, Social Services Division, JFS, and later LA LGBT Center Senior Program)
- In partnership with the Los Angeles County Supervisor Sheila Kuehl's office, Jewish Family Services and Alzheimer's Greater Los Angeles, Social Services coordinated and presented, "Matters of the Mind," a community forum on understanding and responding to Alzheimer's and other related dementias. (Year 2, Social Services Division)
- In an effort to be a community capable of supporting residents and caregivers impacted by dementia, West Hollywood was the first city in the nation to commit to the Women's Alzheimer's Movement 5-Step Agenda for Cities. This decision further solidifies West Hollywood's dedication to the AIP/AIC strategic plan and commitment to improving the quality of life and well-being of older adults with Alzheimer's and other dementias.

(Year 3+, Strategic Initiatives Division)

- The City partnered with LA County’s LA Found Project Lifesaver program; which helps locate individuals if they have wandered or gotten lost due to Alzheimer’s/other dementias. The City purchased additional radio frequency receivers for the West Hollywood’s Sheriff’s Department to increase capacity to respond. (Year 3+, Strategic Initiatives Division)
- The Human Services Commission invited the Women’s Alzheimer’s Movement (WAM) and the LA LGBT Center’s Senior Services program to discuss information about the impact of Alzheimer’s on women in the community and about caregiving for people living with Alzheimer’s/other dementias respectively. (Year 3, Social Services Division, Strategic Initiatives Division, WAM, LA LGBT Center)
- Caregiver support groups and assistance with case management is provided by the LA LGBT Center and JFS. (Year 1+, Social Services Division, JFS, LGBT Center)
- Promote AARP’s free “Prepare to Care” workshop for family caregivers to share local and national resources and help caregivers connect with one another. (Year 5, Strategic Initiatives Division)

## NEXT STEPS

In order to continue to build on the successful efforts, as well as implement the unmet goals of the AIP/AIC Five Year Strategic Plan, the City’s future work on the AIP/AIC Initiative will integrate, as well as coincide with, the California Master Plan for Aging’s (MPA) Goals. The future efforts will include the following:

- Continue to offer innovative transportation options, inviting and accessible community and outdoor spaces for intergenerational activities, opportunities to learn about and prepare for emergencies (including climate change), and preserving and expanding affordable housing options, including ADU’s.
  - AIP/AIC Domains
    - ✓ 1: Open Spaces
    - ✓ 2: Transportation
    - ✓ 4: Housing
    - ✓ 9: Emergency Preparedness
  - MPA Goal: 1: Housing for All Stages and Ages

- Continue to offer programming (Be Well WeHo classes and workshops) and social services (physical/mental health/HIV prevention and treatment/substance abuse treatment-harm reduction) services for physical and mental health that promote lifelong aging in community, all while raising awareness of services before resources are needed.
  - AIP/AIC Domains:
    - ✓ 7: Health and Community Services
  - MPA: Goal 2: Health Reimagined
  
- Continue to work on closing the digital divide (device access, internet availability and increasing technology skills via peer and intergenerational mentorship) to ensure inclusivity (age, race, socio-economic status), socialization, civic/community engagement, and prevent isolation by paying special attention to connect with those who may be socially isolated.
  - AIP/AIC Domains:
    - ✓ 3: Respect and Inclusion
    - ✓ 5: Communication and information
    - ✓ 6: Civic Participation and Employment
    - ✓ 8: Social Participation
  - MPA: Goal 3: Inclusion & Equity, not Isolation
  
- Continue to provide support and resources for caregivers and specifically raise awareness about resources for those caring for people living with Alzheimer's/Other Dementias.
  - AIP/AIC Domain: 10: Alzheimer's and Other Dementias
  - MPA: Goal 4: Caregiving That Works
  
- Continue to increase older adult community members' opportunities for economic security – increase access to government benefits, explore additional guaranteed income pilots, identify additional resources to prevent/reduce homelessness (Access Center to connect people experiences homelessness to services, implementation of the Care Team as first responder for behavioral health crises, and explore the creation of additional interim and permanent housing).
  - AIP/AIC Domains: 3: Respect and Inclusion (housed/unhoused)
  - MPA: Goal 5: Affordable Aging

All of these efforts will best advance the City's progress toward becoming a more age-friendly community and achieve the goal of the Aging in Place/Aging in Community Initiative: to improve access to services and resources, increase participation in the community, and improve quality of life across the lifespan for older adult West Hollywood community members.