

Senior Services Study Update

City of
Casper



*Working to make Casper a
livable community for people of
all ages.*



Community Builders, Inc.

April 2016

ACKNOWLEDGEMENTS

Thanks to the City of Casper, Central Wyoming Senior Services, Inc., the Casper Recreation Center, and to the following Study Committee members who supported this effort with participation and leadership in developing this study and the recommendations:

City of Casper

City Council Liaison - Councilman Bob Hopkins
City Council Liaison - Councilman Kenyne Schlager
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Administrative Services Department - Mike Tietjen

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Casper Boomer - Virginia "Snooks" Babcock
Casper College - Laura Driscoll, Executive Dean of Continuing Education
Casper Recreation Division - Carolyn Griffith, Manager
Central Wyoming Senior Services, Inc. - Wayne Clements, Executive Director
Casper-Natrona County Health Department - Beth Eveland, Director of Nursing Services
Natrona County Public Library - Kate Mutch
Senior Patient Advocates - Terry Bay, Owner/Consultant
United Way of Natrona County - Mike Burnett, Executive Director
Wyoming Dementia Care - Carol Crump, Executive Director
Wyoming Medical Center - Mary Facciani, Director of Population Health
YMCA - Brent Kleinjan, Executive Director

CBI Consulting Team - Bobbe Fitzhugh, Joe Coyne, Kathy Patceg, Steve Elledge, Linda Witko

Most people turning 50 today can expect to live another 30-plus years. That's more time than they spent in childhood and adolescence and, for many, it's more time than they'll spend working. I believe we can create a society where all people can grow older knowing they'll have access to the care, information, and services they need to lead healthy lives with independence and dignity, where they'll have the financial resources and opportunities to match their longer life expectancy, and where they'll be seen as an integral and inspirational asset to society.

- JoAnn Jenkins, Chief Executive Officer of AARP



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INTRODUCTION

Background Information

The City of Casper contracted with Community Builders, Inc. (CBI) in July 2015 to update the *2008 Boomer Study*. In the earlier study, Casper City Council authorized the completion of a "Boomer" study wherein concerns and needs of the "Baby Boom" generation, individuals born between 1946 and 1964, were to be identified. The City wanted to evaluate how "senior friendly" it was and what services or programs were needed to better support this growing segment of the population. The results of that project were two-fold. First was a 2008 study entitled *Casper Baby Boomers: A Community-Based Action Research Project for Community Services for Older Adults*. That report was completed under the direction of Dr. Vicki Murdock and Dr. Mona Schatz of the University of Wyoming Education and Social Research Institute.

Phase I: Data Collection and Analysis began in January 2007 and focused on key activities including a needs assessment of the professional care providers to older adults in Casper; a piloting of the survey and focus group approaches; an extensive body of professional materials were gathered, organized, and integrated into a relevant literature review which served as background to the study; and a series of issue papers on topics relevant to Boomers were reviewed before implementing the second phase.

Phase II: Final Report and Recommendations followed in July 2008 and the recommendations in the initial report were assigned for implementation around the community. Much progress has been made since the 2008 report was completed:

- Community Design: The City of Casper Traffic Division revised its standards for street signs to increase the size of lettering from 4" to 6" on all new and replacement signs.
- Leisure Facilities and Trails: Significant progress was noted in the areas of leisure facilities and trails systems. The City of Casper and the Metropolitan Planning Organization (MPO) completed a *Walkability Study* and installed a number of new sidewalks along arterial streets where no sidewalks previously existed.

Many seniors were identified as becoming more active and participating in the programs which are offered through the City Recreation Center, the YMCA, Casper College, and the Casper College OLLI Program. Other improvements include the expansion of transit programs and the establishment of Wyoming 211 as a resource for referral to other community programs for seniors.

- Natrona County Public Library: The library has developed a number of recreational and educational programs to address many of the issues related to accessing information on topics identified by the *Boomer Study*. They sponsor speakers and workshops on retirement savings and investment, Social Security and Medicare, nutrition, and healthy



living. Library staff have also responded to requests for classes on technology which continues to be a high-demand topic for Boomers.

- Healthcare: Significant progress has been made in the variety of educational programs directed at senior citizens and access to healthcare providers through construction and expansion of the Community Health Center of Central Wyoming. Wyoming Medical Center (WMC) has extended their Primary Healthcare services to support the healthcare needs of seniors in different locations throughout Casper. WMC is currently constructing the NERD Health and Wellness Center that will provide supportive preventative health programs and support groups for the Boomer population.
- Workforce Development and Volunteer Programs: The number of programs available to the Boomer population has increased in Casper. A *Volunteer Guide 2008* document was published to serve as a resource for volunteer opportunities in the community.
- Financial Security: Local banks have expanded their programs to address the needs of senior citizens.
- Housing: Housing needs continue to be an area of concern, but several new housing projects have been constructed. The shortage of assisted-living options noted in the first study has been addressed through the construction of several new licensed Assisted Living Facilities (ALFs). Most seniors, however, continue to want to remain in their own homes as long as possible.
- Senior Center: Central Wyoming Senior Services, Inc., and the City of Casper worked together to construct an addition to the senior center.

Several of the agencies serving seniors in Casper shared their concern with shrinking financial support available for services at the same time that the population of Boomers is growing. The financial issues have resulted from a reduction in Federal and State funding as well as declining numbers of participants in the meals program at the Senior Center.

The *2008 Boomer Study* project received a national award from the Environmental Protection Agency under the *Building Healthy Communities for Active Aging Program* in the category of the *National Commitment Award* in 2008.



2015-2016 Process

In 2015, the City of Casper determined that it was important to update the earlier study and budgeted funding to accomplish this. The City wants to position itself for the inevitability of the baby boomer generation aging and placing greater demands on existing senior citizen service levels than has been seen in modern times. It is important that the City anticipate future trends and adapt to these changing demographics. The senior population has continued to grow and the demand for services has increased.

Community Builders, Inc., (CBI) was retained to complete this update. To accomplish this project, CBI completed a series of tasks, including:

- Review of Initial Boomer Study and Subsequent Reports: CBI reviewed existing strategic and action plans for agencies involved in serving the target population, including the *2008 Boomer Study* and related documents. These documents framed the understanding of underlying issues, and helped to prepare an effective approach by which to facilitate a discussion and resolution process. A list of plans and documents reviewed can be found in the Appendix.
- Assisting in Development of a Study Committee: CBI worked with City staff to identify and solicit representation from stakeholder groups in the community to serve on a Study Committee. The Study Committee was composed of City-appointed representatives from a number of Casper area agencies including: Casper City Councilmembers Bob Hopkins and Kenyne Schlager, who served as Council liaisons; Marge Cole, Executive Director of the Casper Area Transportation Coalition; Brent Kleinjan, Executive Director of the Casper YMCA; Laura Driscoll, Executive Dean of Continuing Education Casper College; Wayne Clements, Executive Director, Central Wyoming Senior Services, Inc.; Terry Bay, Owner/Consultant, Senior Patient Advocates; Mary Facciani, Director of Population Health, Wyoming Medical Center; Carol Crump, Executive Director, Wyoming Dementia Care; Carolyn Griffith, Casper Recreation Division Manager; Gilda Lara, Executive Director, Casper Area Chamber of Commerce; Mike Burnett, Executive Director, United Way of Natrona County; Dr. Kelly Weidenbach, Director, Casper-Natrona County Health Department; Beth Eveland, Director of Nursing Services, Casper-Natrona County Health Department; and Kate Mutch, Natrona County Public Library.

Monthly Study Committee meetings were held in addition to targeted-listening sessions on identified themes. The meeting schedule was designed to provide for Listening Session Focus Groups on each pre-identified topic of concern, and a regular Study Committee meeting each month on the second and fourth Wednesdays. The Listening Sessions were developed with input from Committee members and included participation from individuals who had expertise in the specific topics which were identified. Over 80 individuals participated in the various discussions over the seven months of the study. These individuals included Study Committee members, City staff, CBI staff, panel members, and interested citizens.



- Collecting Objective and Subjective Data on Senior and Boomer Populations: CBI utilized a variety of research methods to solicit information about the target population in Casper including an analysis of demographic data. This review included an examination of current census data, economic statistics on income and cost of living, the *Community Needs Assessment* completed by Community Action Partnership, and other available resources. The results of the demographic analysis are critical when analyzing the changes in the senior population since the initial study.
- Engaging Local Stakeholders: CBI led public listening-session focus-groups and conducted one-on-one interviews with agency providers to achieve a high qualitative understanding of the client population.
- Service Requirements: CBI evaluated services for seniors in a range of "needs" and "wants" to compare what is currently available and what may be needed in the future. Specific topic areas of interest included:
 - Community Design
 - Transportation
 - Financial
 - Healthcare
 - Housing
 - Lifelong Learning, Social and Civic Engagement, and Recreation
 - Workforce/Employment and Volunteer Opportunities
- Evaluating Options for Service Delivery: CBI examined available options for delivery of services and examined whether seniors prefer access to services through in-home alternatives, smaller neighborhood-based centers, or large community centers. CBI also evaluated the impact that new technology may have on service delivery.
- Defining the Roles of Seniors in Meeting their Needs: CBI sought information on what roles seniors want, or will have, in meeting financial obligations for their own care and for funding needed services; advocacy for legislative changes to improve access to services and programs; involvement in community organizations or elective offices; and involvement of families in assisting with the provision of care and services to help maintain independence.
- Reports: CBI prepared a proposed action plan which consists of specific programs and projects, goals and objectives, timeframes and milestones, resources needed, and responsible parties.



This study identifies the current state of affairs for the Boomer Generation, including specific recommendations for improvement of senior services. The study process focused on objective findings, keeping stakeholders informed, engaging the community, and identifying local champions who can lead the charge in implementing the study's final recommendations.



EXECUTIVE SUMMARY

Discussions indicated a general agreement that Casper currently has many services in place for senior citizens. There was also a strong indication that there are three main areas of concern with regard to unmet needs for the seniors. Those areas are transportation, mental healthcare, and in-home services.

After reviewing all of the information and materials collected, the Study Committee worked to develop a series of recommendations for consideration by City Council. Those recommendations have been reviewed and discussed extensively by the Committee and the City staff assigned to work on this project. A summary of the thematic areas described include:

- **Community Design**: This topic considered issues such as accessible community design; zoning code updates; and walkable neighborhood design.
- **Transportation**: The primary area studied in this topic was the availability of adequate and affordable public or private transportation. The Casper Area Transportation Coalition (CATC) and The Bus provide good options but more flexible schedules and fixed stops would be helpful.
- **Financial**: This includes a discussion of financial-transition issues facing the Boomer Generation, including retirement planning, Medicare counseling services, bank support, etc., that could help seniors navigate the programs available to them. One of the concerns expressed in the study is that seniors often wait too long to purchase long-term care insurance. Also, trends are moving away from long-term care coverage as an option for seniors.
- **Healthcare**: The goal of this initiative is to provide a healthcare system with the capacity to serve the long-term care needs of seniors and their families. This included a discussion of public-health services; home-health care options; mental health needs; life-sustaining treatment options; and educational services to assist seniors in understanding their healthcare options.
- **Housing**: Providing a direction for housing needs intended to support the growing population of seniors who wish to remain in the community is the goal of this thematic emphasis. As much as possible, people have a desire to remain in their own homes. Casper seems to have an adequate supply of senior-housing facilities but single-level, single-family homes that meet the needs of an increasingly disabled resident are difficult to find. This study examined everything from tax credits, design standards, cluster homes, accessory apartments, self-contained retirement complexes, equity exchanges, shared-housing options, and traditional senior-housing facilities.

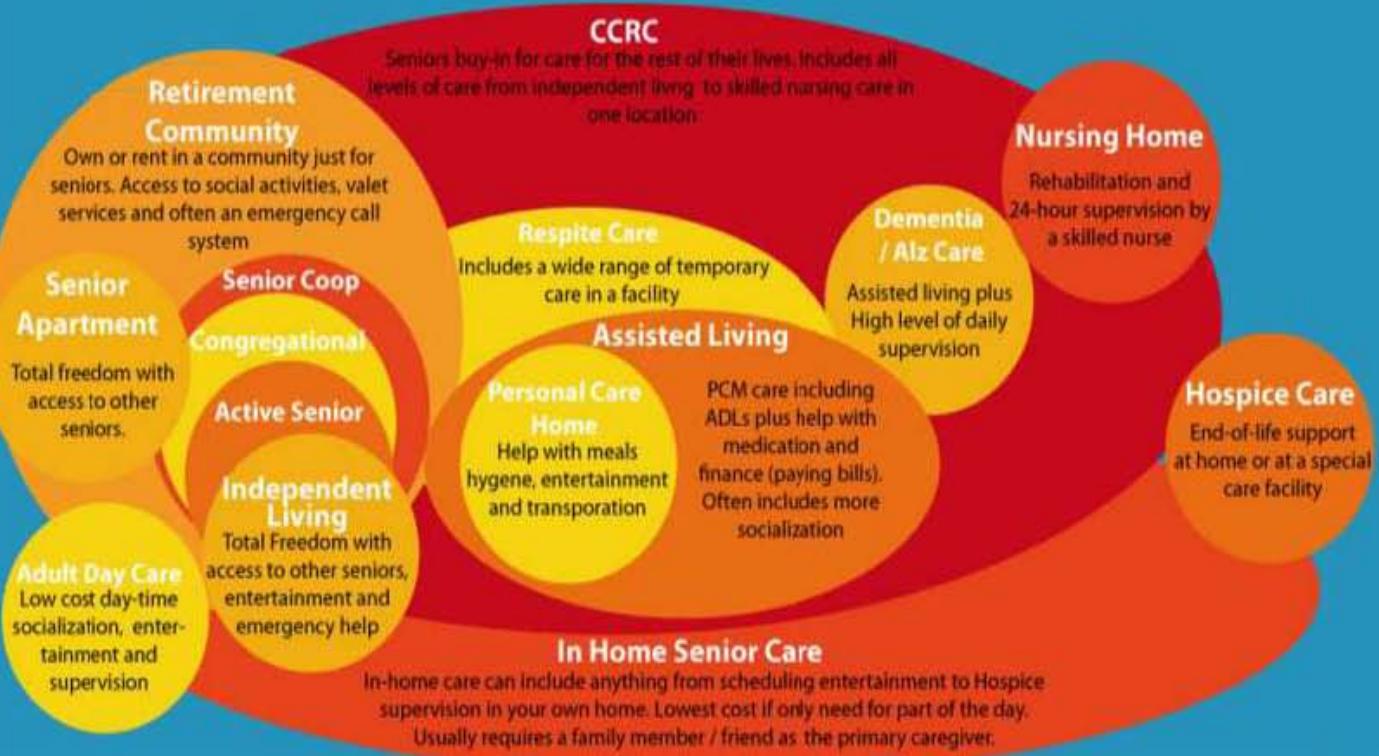


- **Lifelong Learning, Social and Civic Engagement, and Recreation:** Providing and promoting a variety of leisure activities that develop and enhance social-networking opportunities is emphasized here. The Boomer Generation likes to travel and stay active and fit. Thus, healthy lifestyle efforts are important. As people age, they want to remain productively engaged in their community; maintain social connections; and focus on spirituality. This topic looked at developing an inventory of resources; family connections; travel and educational opportunities; recreational programs; and trails development.
- **Workforce/Employment and Volunteer Opportunities:** The goal here is to utilize retirees in the workforce in meaningful and gainful ways. This includes retirees who want to remain in the workforce, need to remain in the workforce, or desire to re-enter the workforce. The creation of satisfying, flexibly-scheduled jobs, and volunteer positions for older adults is important. Of particular interest in this area is the development of a skills-bank database and jobs clearinghouse that connects older workers to employment opportunities. Volunteer opportunities available in the community were also explored.



The Senior Living Spectrum

Cost



Level of Care And Supervision

This bubble graph shows how different types of senior care overlap and the relationship between the level of care and the cost.

Create by SeniorLiving.Org

CASPER COMMUNITY PROFILE

Stakeholder Interviews

Staff from CBI conducted two separate surveys, particularly focused on utilization of current services and identification of other potentially needed services. The first survey was a needs-assessment survey of area agencies providing services to the senior population. During the month of October 2015, a telephone survey was conducted of 32 agencies and organizations that work on a regular basis with senior citizens. This survey was intended to identify the current services that are available in Casper and to determine if there are additional services or programs needed to serve this population. The participants were also asked if they had experienced growth in the number of seniors in their client base during the last three years and if they were implementing any changes in their operations or facilities to accommodate the projected growth in demand.

The survey form used in the needs-assessment segment was reviewed by the Study Committee and the results of that survey are included in a separate report attached in the Appendix. The following is a list of the various agencies who were interviewed as part of this study:

- Casper Area Metropolitan Planning Organization (MPO)
- Casper Area Transportation Coalition (CATC)
- Casper College OLLI Program
- Casper Fire/EMS
- Casper Housing Authority (CHA)
- Casper Recreation Center
- Casper YMCA
- Casper-Natrona County /Casper Public Health Department (CNCHD)
- Central Wyoming Counseling Center (CWCC)
- Central Wyoming Hospice
- Central Wyoming Senior Services, Inc.
- Community Action Partnership (CAP)
- Community Health Center
- Department of Family Services (DFS)
- Elkhorn Valley Rehab Hospital
- Garden Square Assisted Living
- Interim Health Care
- Life Care Center of Casper
- Local Chapter of the National Association of Mental Illness (NAMI)
- Meals on Wheels
- Mountain Plaza Assisted Living
- Senior Companion Program
- Senior Patient Advocates



- University of Wyoming Family Practice
- Wyoming Behavioral Institute (WBI)
- Wyoming Community Development Authority (WCDA)
- Wyoming Dementia Care
- Wyoming Housing Network
- Wyoming Independent Living Rehab, Inc.
- Wyoming Long-Term Care Ombudsman
- Wyoming Medical Center (WMC)
- Wyoming PACE Program
- Wyoming Senior Citizens, Inc.
- Wyoming State Health Insurance Information Program

Many of the respondents who were interviewed for this study provided additional materials to support their recommendations for programming and service-needs directed at the senior population. Some of these documents have been included in the Appendix for future reference by City staff.

Community Survey

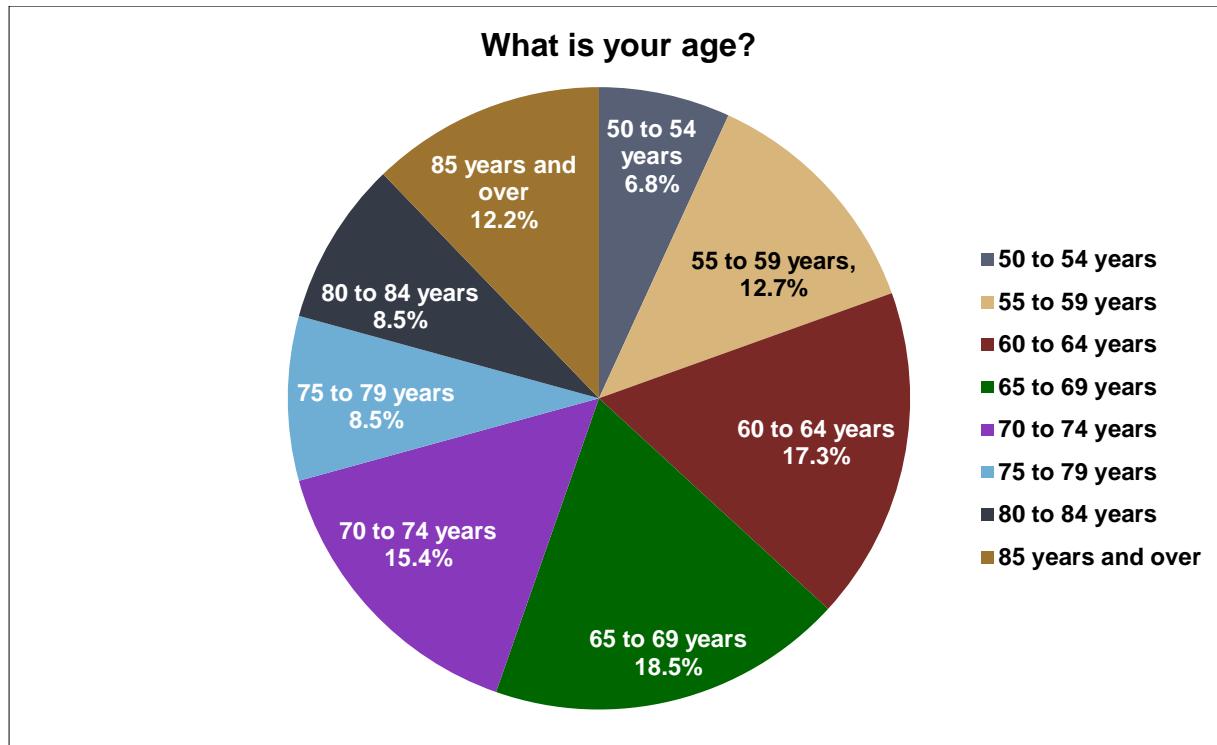
The second survey was directed at the population age 50 and over. Written and/or on-line surveys were conducted on the utilization of current services and identification of potentially needed services for those aged 50+ in the Casper area. This written survey was placed on-line with a link to the City of Casper's website, other agency websites, and Facebook links. Additional copies were distributed through the Senior Center, the Casper Recreation Center, City Hall, Meals on Wheels and the Public Library. Copies were also made available through Community organizations, CATC, and Casper College OLLI Program. Over 420 surveys were returned and compiled for review by the Study Committee. The results of the written survey are also included in the Appendix.

Demographically, the respondent most typically:

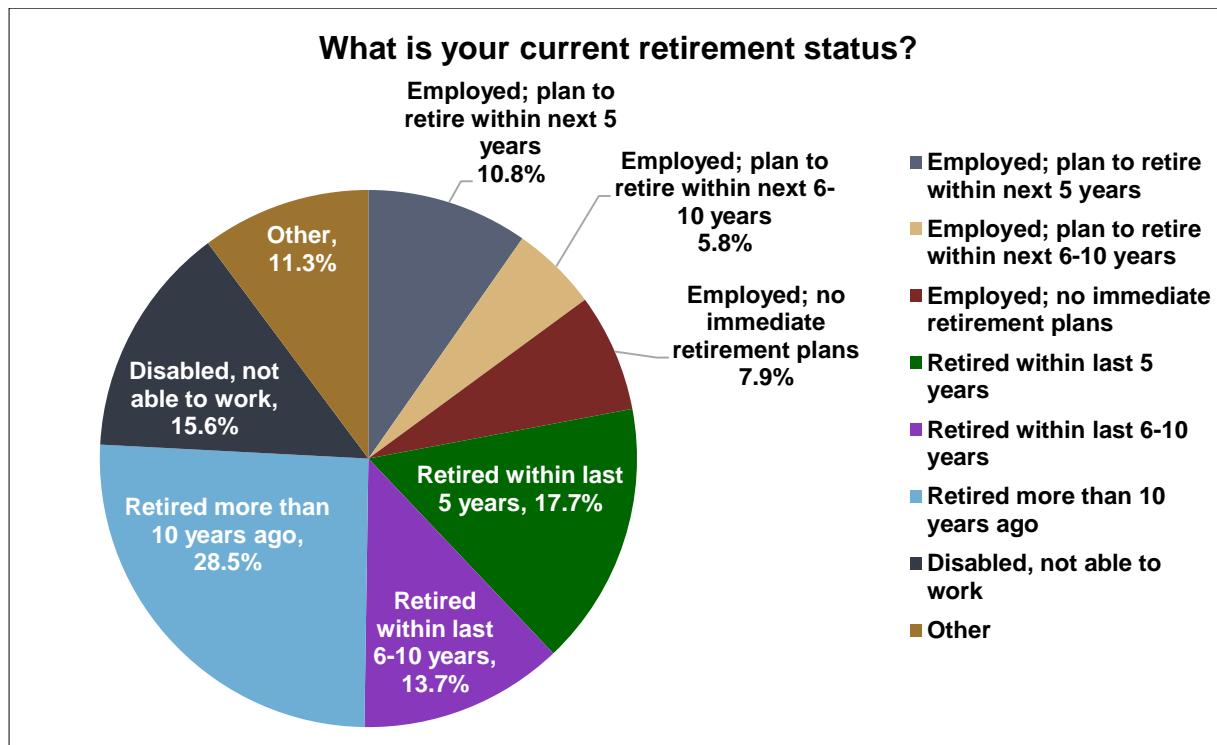
- Has lived in Natrona County for more than 35 years
- Lives within the Casper city limits
- Is female
- Has a local support system as they age
- Is not currently providing care for another
- Feels rooted to Casper because "it's home"
- Lives in a multi-level single-family house
- Is somewhat concerned that they won't have enough money to last their lifetime



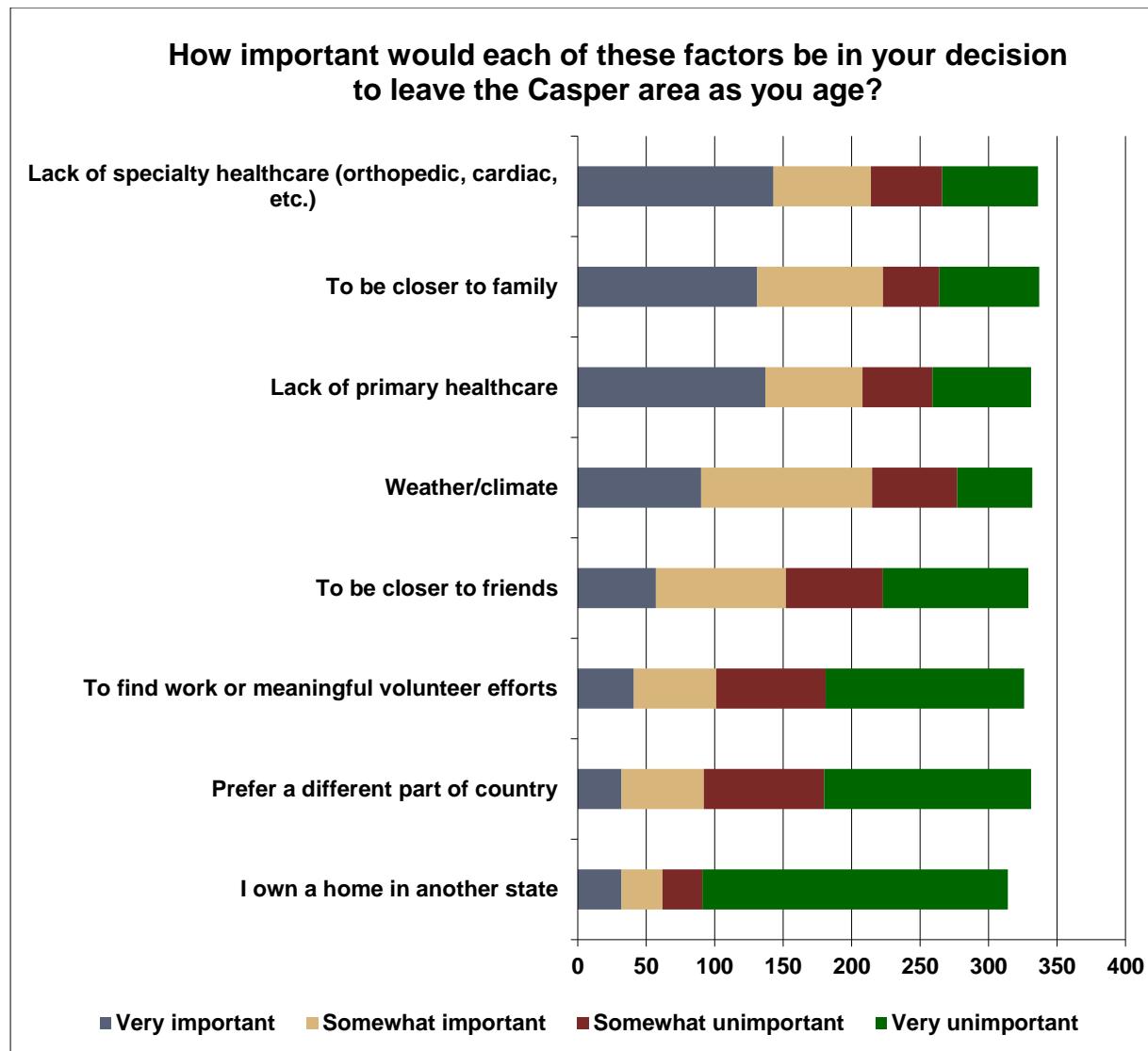
The age distribution of survey respondents was quite consistent:



Current retirement plans for survey respondents varied among the population:



One of the questions we asked was how important a variety of factors are in decisions to remain in the community as a person ages:



Listening Session Process

A series of six topical listening sessions were held to discuss each individual topic in depth. Takeaways from each of the session were then integrated into the final report.

Listening Session #1 – Transportation

October 28, 2015, 3:00 PM-5:00 PM

Attendance: 6 Committee members; 3 City staff; 4 CBI staff

Presenters:

- Dave Hough – Transit Development Plan
- Marge Cole – CATC

Listening Session #2 – Financial Issues

November 12, 2015, 1:00 PM-5:00 PM

Attendance: 6 Committee members; 2 City staff; 4 CBI staff; 2 citizens

Presenters:

- Terry Bay, Senior Patient Advocates – Services and Resources Available
- Brenda Berry, Department of Family Services – Adult Protective Services
- Patti Robinson, Caring Hands of Wyoming – Non-medical Home-health Services
- Kevyn Morgareidge, Hilltop National Bank – Financial Management for Seniors
- Bruce McCirr, Registered Pharmacist – Medicare Part D
- Diane Bessert, New York Life – Long-term Care Insurance

Listening Session #3 – Healthcare

December 9, 2015, 9:00 AM-5:00 PM

Attendance: 7 Committee members; 2 City staff; 3 CBI staff; 10 citizens

Presenters:

- Dr. Cindy Works - UW Family Practice
- Ryan Bair, COO - Community Health Center
- Dr. Andy Dunn, Medical Director - Mesa Primary Care, Wyoming Medical Center
- Lee Grossman, Waivers & Home Care Services - Wyoming Health Department
- Margarete Loghry, Behavioral Health Division - Wyoming Health Department
- Linda Chasson - Aging Division, Wyoming Health Department
- Shea Ward, Business Development Director - Wyoming Behavioral Institute
- Kelly Shipley - Central Wyoming Counseling Center
- Tammy Noel, Executive Director - National Alliance for Mental Illness
- Beth Eveland, Director of Nursing Services - Casper-Natrona County Health Dept.
- Kim Kanton, WSHIIP Program - Wyoming Senior Citizens, Inc.
- Matt Guerttman, Executive Director - Life Care Center of Casper

4 panels: General Healthcare Concerns; State and Federal Funding; Mental Healthcare; and Health Insurance and Medicare



Listening Session #4 – Housing

January 13, 2016, 9:00 AM-4:00 PM

Attendance: 4 Committee members; 3 City staff; 3 CBI staff

Presenters:

- Liz Becher, Community Development Director – City of Casper
- Craig Collins, City Planner – City of Casper
- Dan Elston, Building Inspector – City of Casper
- Joy Clark, Community Development Technician – City of Casper
- Justin Smith, Casper Fire/EMS Department – City of Casper
- Connie Baker-Wolfe, State Director – United States Department of Agriculture Rural Development
- Scott Hoversland, Executive Director - Wyoming Community Development Authority
- Lisa Burridge, Owner/Broker - Lisa Burridge Real Estate
- Josh Kalinowski, Agent - Caldwell Banker Real Estate
- Kent Hambrick, Broker – Broker One Real Estate
- Ronna Boril, Broker/Developer – Equity Brokers
- Jens Boril, Broker/Developer – Equity Brokers
- Kenyne Schlager, Executive Director - Mountain Plaza Assisted Living
- Don Gorsuch, Developer – The Encore Partners Senior Housing
- Ron Vaughn, Developer - The Encore Partners Senior Housing
- Jeff Smith, Administrator - Deer Trail Assisted Living in Rock Springs WY

Listening Session #5 – Lifelong Learning, Civic and Social Engagement, Recreation

February 10, 2016, 1:00 PM-5:00 PM

Attendance: 9 Committee members; 3 City staff; 2 CBI staff

Presenters:

- Kate Mutch – Natrona County Public Library
- Nicolle Gerhardt - Natrona County Public Library
- Rick Young, Manager - Ft. Caspar Museum
- Vicki Pollock, Lifelong Learning Specialist - Casper College OLLI Program
- Laura Burnett, Community Education Specialist - Casper College
- Wayne Clements, Executive Director - Central Wyoming Senior Citizens, Inc.
- Mike Burnett, Executive Director - Natrona County United Way
- Lynn Williamson, Pastor – Shepherd of the Hills Presbyterian Church
- Amy Lea, District Director for Wyoming - Small Business Administration
- Gilda Lara, Executive Director – Casper Area Chamber of Commerce
- Leah Reeb, Business Development Manager - Casper Area Chamber of Commerce
- Carolyn Griffith, Manager - Casper Recreation Division
- Brent Kleinjan, Executive Director - Casper YMCA
- Mike Glickman, Owner – Wyoming Athletic Club



- Pat Bannister, West Coast Regional Manager – Health Club Management, Inc.
- Dave Hough, Transportation Planner - KLJ Engineering
- Holly Turner, Executive Director - Art 321

Listening Session #6 - Workforce and Volunteer Opportunities

March 29, 2016, 1:00PM to 4:00PM

Attendance: 0 Committee members; 1 City staff; 2 CBI staff

Presenters:

- Andy Lossasso, Casper Director - Department of Workforce Services
- Leonard Holler, Director - Small Business Development Center
- Joe Bennick, Director – Casper Area UW Incubator
- Bill Edwards, CEO - Casper Area Economic Development Alliance
- Shelly McAlpin, Executive Director - Serve Wyoming
- Nuriéh Glasgow, Program Officer – Serve Wyoming
- Brad Hopkins, Executive Director - Central Wyoming Rescue Mission
- Kim Summerall-Wright, Executive Director - Casper Housing Authority
- Amy Lea, District Director for Wyoming – Small Business Administration/SCORE Association

Community Service Providers

An inventory of current services available for those aged 50 and older in the Casper community includes, but is not limited to:

- Transportation
 - CATC
 - Private Transportation – 3 Taxicab Companies
 - The Bus
- Healthcare
 - Hospice - Central Wyoming Hospice Program, Frontier Hospice
 - Hospitals – Wyoming Medical Center; Mountain View Regional Hospital; Elkhorn Valley Rehabilitation Hospital, Summit Medical Center
 - In-Home Services – Central Wyoming Senior Services; Casper-Natrona County Home Health Nurses; Interim Health Care; Caring Hands of Wyoming; Frontier Home Health; Apria Healthcare; CareTrust Infusions Inc; Sharon's Home Health; Lincare Inc.; Community Home Oxygen
 - Mental Health – Wyoming Behavioral Institute; Central Wyoming Counseling Center; 40 Private Counseling Offices
 - Nutrition Services – Wyoming Food Bank of the Rockies; 38 food pantry locations at various churches and nonprofit organization distribution sites
 - Pharmacy – 10 locations throughout the City; two mail order pharmacies
 - Public Health – Casper-/Natrona County Health Department; Community Health Center of Central Wyoming, Inc.; Health Care for the Homeless Clinic at LifeSteps Campus



- Family Caregiver Services
 - Central Wyoming Hospice Respite Care
 - Wyoming Dementia Care
- Senior Center
 - Central Wyoming Senior Services
- Volunteer Programs
 - Serve Wyoming
 - United Way's Vita (Volunteer Income Tax Assistance) Program
 - Volunteers of America
 - Wyoming Medical Center
- Leisure and Activities
 - Aquatic Center
 - Art 321
 - Casper College Community Education Program
 - Casper College OLLI Program
 - Casper Museum Consortium
 - Casper Recreation Division
 - Central Wyoming Senior Services
 - Movie Theatres
 - Nicolaysen Art Center
 - Trails
 - Wyoming Symphony Orchestra
 - YMCA
- Housing, Nursing Homes, and Assisted Living Facilities
 - Central Pines – ages 55 & older; 54 apartments
 - Central Wyoming Rescue Mission - 86 beds, separate wings for male/female
 - Garden Square Assisted Living Center – 50 beds (16 Medicaid)
 - Laurel Gardens Apartments – ages 55 & older; 102 apartments
 - Life Care Center of Casper – 118 skilled nursing beds
 - Maurice Griffith Manor - licensed boarding home - 26 beds
 - Meadow Wind Assisted Living and Memory Care - 155 beds - includes 46 memory care
 - Mountain Plaza Assisted Living and Memory Care – 62 beds (14 memory care)
 - Park Place Assisted Living Center - 116 beds - Level I
 - Poplar Living Center - 120 skilled nursing beds
 - Primrose Retirement Communities Assisted Living- 42 beds - Level I
 - Shepherd of the Valley Healthcare Community - 192 skilled nursing beds
 - Skyline Towers – Section 8 - ages 62 & older or disabled; 100 apartments
 - St. Anthony Manor – Section 8 - ages 62 & older or disabled; 64 apartments
 - The Legacy Senior Residences – ages 55 & older; 44 apartments

- Public Libraries
 - Natrona County Public Library
 - Casper College Library
- Salvation Army
- Casper Area Chamber of Commerce
- A wide variety of faith-based organizations

CASPER AREA DEMOGRAPHICS

*The demographics in this section were based on current information. There may be a significant change in these figures with the recent downturn in mineral activities.

PEOPLE

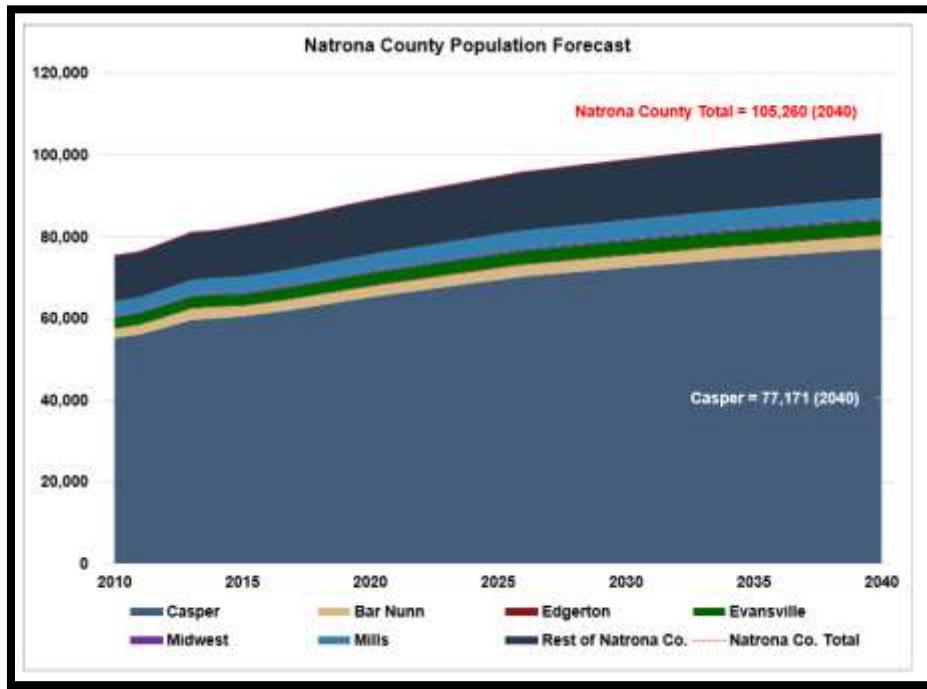
Population

The 2010 Census counted 75,450 residents in Natrona County. More than 73% of this population reside within the Casper city-limits (55,323 as of 2010). By comparison, 92.9% of respondents to the survey completed with this study claimed an address with a Casper zip code.

Subsequent estimates from the U.S. Census Bureau indicate that 82,178 residents lived in Natrona County, as of July 1, 2015 (an 8.9% increase in population). Population estimates for Casper (2010-2014) can be found in the following table:

City of Casper Population Estimates (U.S. Census Bureau)					
2010	2011	2012	2013	2014	2015
55,323	56,173	57,894	59,688	60,086	60,285

From 2010 to 2040, the population of Natrona County is forecast to grow by nearly 40%, climbing to 105,260 residents by 2040, while Casper grows to 77,171 residents, as shown in the following graph: (For comparison, the State of Wyoming is forecast to grow about 25% from 2010 to 2040.)



Source: Data from Wyoming Department of A&I, Economic Analysis Division (August 2015), and the U.S. Census Bureau.

While the total population of Natrona County is forecast to grow by nearly 40% between 2010 and 2040, the older age groups will grow much more quickly. The population of local residents who are 65 or older was 9,392 in 2010. **By 2040, that age group is expected to reach 19,438 residents (107% growth).** For the City of Casper, that forecast represents an increase of 7,000 more residents who are 65 or older (i.e., growth from about 7,000 residents in 2010 to 14,000 residents in 2040). This growth means that the population of Natrona County residents who are 65 or older will grow to be 18.5% of the total county population (currently, it is only 12.4% of the total county population). The following table identifies the population of Natrona County, by age group, for the 2010 Census and for the forecast year 2040:

Natrona County Population Forecast, by Age Group				
Age Group	2010	2040	Growth #	Growth %
< 5	5,377	6,176	799	15%
5-9	4,976	6,163	1,187	24%
10-14	4,699	6,224	1,525	32%
15-19	5,045	6,430	1,385	27%
20-24	5,186	6,247	1,061	20%
25-29	5,763	6,521	758	13%
30-34	4,984	6,871	1,887	38%
35-39	4,621	6,686	2,065	45%
40-44	4,511	6,728	2,217	49%
45-49	5,314	7,093	1,779	33%
50-54	6,008	7,775	1,767	29%
55-59	5,450	7,016	1,566	29%
60-64	4,124	5,893	1,769	43%
65-69	2,687	4,710	2,023	75%
70-74	2,118	3,972	1,854	88%
75-79	1,739	3,892	2,153	124%
80-84	1,563	3,501	1,938	124%
85&+	1,285	3,363	2,078	162%
Total	75,450	105,260	29,810	40%
65&+	9,392	19,438	10,046	107%

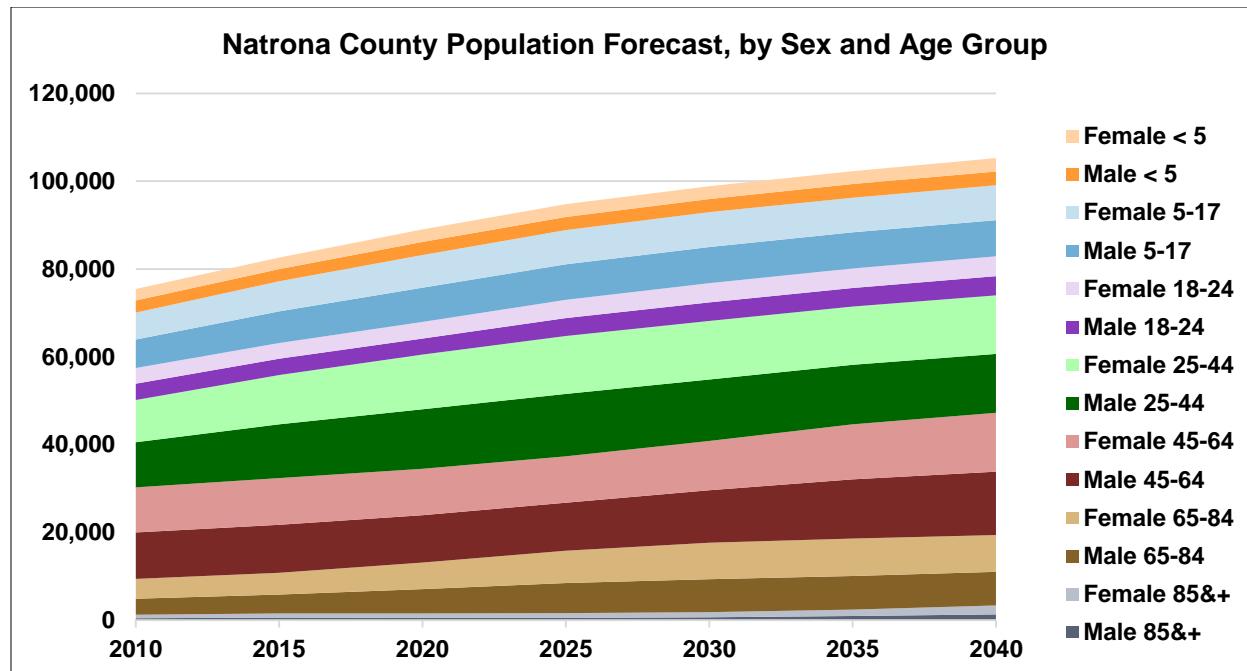
Source: Data from Wyoming Department of A&I, Economic Analysis Division (August 2015), and the U.S. Census Bureau.



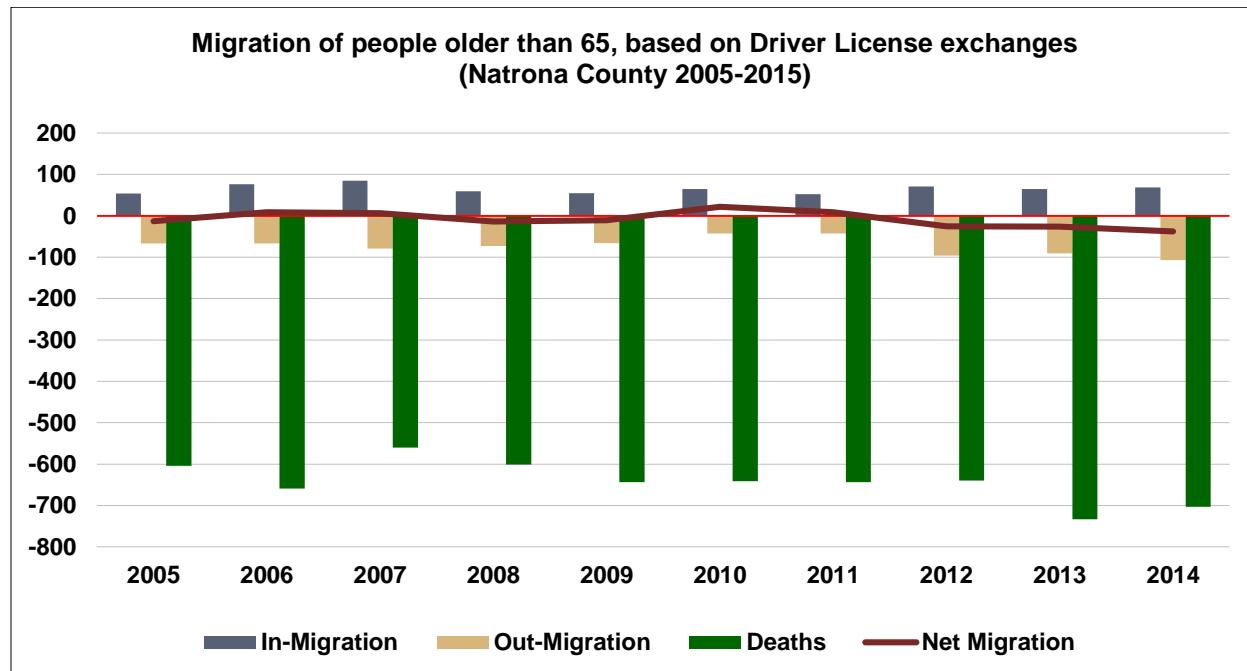
The older age groups (i.e., those who are 65 or older) were overrepresented in the survey completed for this study (which targeted those who are 50 years old or older). This means that the survey responses will more closely reflect the choices of the older age groups. Survey response rates are compared to the actual population in the following table:

Survey Responses Compared to Natrona County's Actual Population				
Age Group	Survey Response Rate	Actual Population	Difference	
50 to 54 years	6.8%	24.1%	-17.2%	
55 to 59 years	12.7%	21.8%	-9.1%	
60 to 64 years	17.3%	16.5%	0.8%	
65 to 69 years	18.5%	10.8%	7.8%	
70 to 74 years	15.4%	8.5%	6.9%	
75 to 79 years	8.5%	7.0%	1.6%	
80 to 84 years	8.5%	6.3%	2.3%	
85 years and over	12.2%	5.1%	7.0%	

Another way to look at the different growth rates driving the forecast is illustrated in the following graph. This graph separates the Natrona County population forecast, by age group and sex, for each year between 2010 and 2040:



There are three components to population change: births, deaths, and net migration. Net migration includes the number of people moving into the area (in-migration) and the number of people moving out of the area (out-migration). For the ten-year period between 2005 and 2014, a net of just 81 aged people moved away. This minimal loss means that most people who are 65 or older tend to not leave Natrona County as they age. The following chart shows that the number of deaths, by far, has a much bigger impact on the local population than migration:



Source: WCDA Wyoming Profiles (2005-2014).

Demographics

The most useful demographic information available for individual communities is found in the American Community Survey (ACS). The ACS is part of the *Decennial Census Bureau Program*. The ACS collects detailed information on the characteristics of the population and housing. Similar information was previously collected only in census years, in conjunction with the decennial census (it was the “long form”). Since the ACS is conducted every year, rather than once every ten years, it provides more current estimates throughout the decade. Current ACS data for Casper are the estimates based on five years of data, from 2010 to 2014.

Gender

According to the ACS data, the Natrona County population has slightly more males (39,848, or 50.7%) than there are females (38,819, or 49.3%). However, for each year over age 75, the numbers of women increasingly outnumber the number of men. For those who are age 85 or older, women represent 65% of that age group. For the survey completed with this study, 62.1% of respondents were female and 37.9% were male.

Race and Ethnicity

According to the ACS data, like most of Wyoming, Natrona County's population is predominantly white. When race alone, or in combination with one or more races is considered, the local population is not very diverse. About 7.6% of the local population is Hispanic or Latino (of any race). Overall, Natrona County has the following racial classifications:

- 95.3% White
- 2.2% Black or African American
- 2.7% American Indian or Alaska Native
- 1.2% Asian
- 1.9% Another Race

Note: The percentages of race above add up to more than 100% because survey respondents could choose more than one race. The racial classifications for Natrona County's older population are very similar to the rest of Natrona County.

Ancestry

More than one-third of the residents in Natrona County are of German or Irish ancestry. Significant ancestries are identified in the following table:

Natrona County Residents, by Ancestry (ACS)		
Ancestry	Estimate	Percent
German	18,529	27.6%
American	14,987	19.1%
Irish	9,492	12.1%
English	7,519	9.6%
Norwegian	3,034	3.9%
Italian	2,355	3.0%

According to the ACS data, the six ancestral origins identified in the table above represent 71.3% of the total population in Natrona County.

Education

A high percentage of the Natrona County population (91.8%) has at least a high-school education, and 21.3% of the population has a bachelor's degree or higher. For the population that is 25 years old and over, educational attainment is shown in the following table:

Natrona County Educational Attainment (ACS)	
Less than 9th grade	1.8%
9th to 12th grade, no diploma	6.4%
High school graduate (includes equivalency)	28.2%
Some college, no degree	31.6%
Associate's degree	10.7%
Bachelor's degree	14.4%
Graduate or professional degree	6.9%

The educational attainment of local residents who are 60 years old or older shows a slight decrease in higher education and a higher (10.2%) percentage of those who do not have a high school education.

Age

The median age of Natrona County's population is 36.2 years old. Like many communities in Wyoming, the local population is getting older.

About 3% of local residents who are older than 60 are living with at least one of their grandchildren, and 1.2% are responsible for raising at least one grandchild. This compares to 2.9% of survey respondents who answered that they are a caregiver for grandchildren under age 18.

HOUSING

Existing Households

According to the Census Bureau's ACS data for 2010-2014, there are 34,900 housing units in Natrona County. Those units can be characterized as follows:

- Occupied – 31,790 units (91.1%)
 - Owner occupied – 21,582 (67.9%)
 - Renter occupied – 10,208 (32.1%)
- Vacant – 3,110 (8.9%)
- Median Value – \$183,100 (median value of homes owned by residents who are 60 years old or older is \$179,200).

Nearly one-third of Natrona County households (32.2%) are home to someone who is 60 years old or older. More than 4,000 of those older residents are living by themselves, as shown in the following table:

Natrona County Households, by Presence of People 60 Years and Older	
Type of Household	Estimate
Total Households	31,790
Households with one or more people 60 years and over:	10,248
Family households:	5,969
Married-couple family	4,891
Other family:	1,078
Male householder, no wife present	305
Female householder, no husband present	773
Nonfamily households	4,279

Comparing the ACS data above to the survey question asking if respondents have a local support system (where 24.2% answered "No"), this means that more than 1,000 people in Natrona County who are 60 years and older have no local support system.

According to the ACS data, single-family homes are the most common type of housing (24,895, or 71.3%). This is very consistent with the housing of survey respondents, 72.9% of which live in a single-family home. There are considerably fewer multi-family dwellings (6,239, or 17.9%) and mobile homes (3,718, or 10.7%). All housing types are identified in the following table:

Natrona County Housing Units (ACS)		
1-unit, detached	24,180	69.3%
1-unit, attached	715	2.0%
2 units	793	2.3%
3 or 4 units	1,500	4.3%
5 to 9 units	967	2.8%
10 to 19 units	777	2.2%
20 or more units	2,202	6.3%
Mobile home	3,718	10.7%
Boat, RV, van, etc.	48	0.1%

The ACS data suggests that more than 20% of the local housing stock has been built in the last 25 years. More than two-thirds of all housing units in Natrona County (69.3%) were built prior to 1980, as shown in the following table summarizing the date of construction by decade:

Natrona County - Age of Housing (ACS)		
Built 2010 or later	948	2.7%
Built 2000 to 2009	4,153	11.9%
Built 1990 to 1999	2,024	5.8%
Built 1980 to 1989	3,623	10.4%
Built 1970 to 1979	9,515	27.3%
Built 1960 to 1969	3,089	8.9%
Built 1950 to 1959	5,997	17.2%
Built 1940 to 1949	1,500	4.3%
Built 1939 or earlier	4,051	11.6%

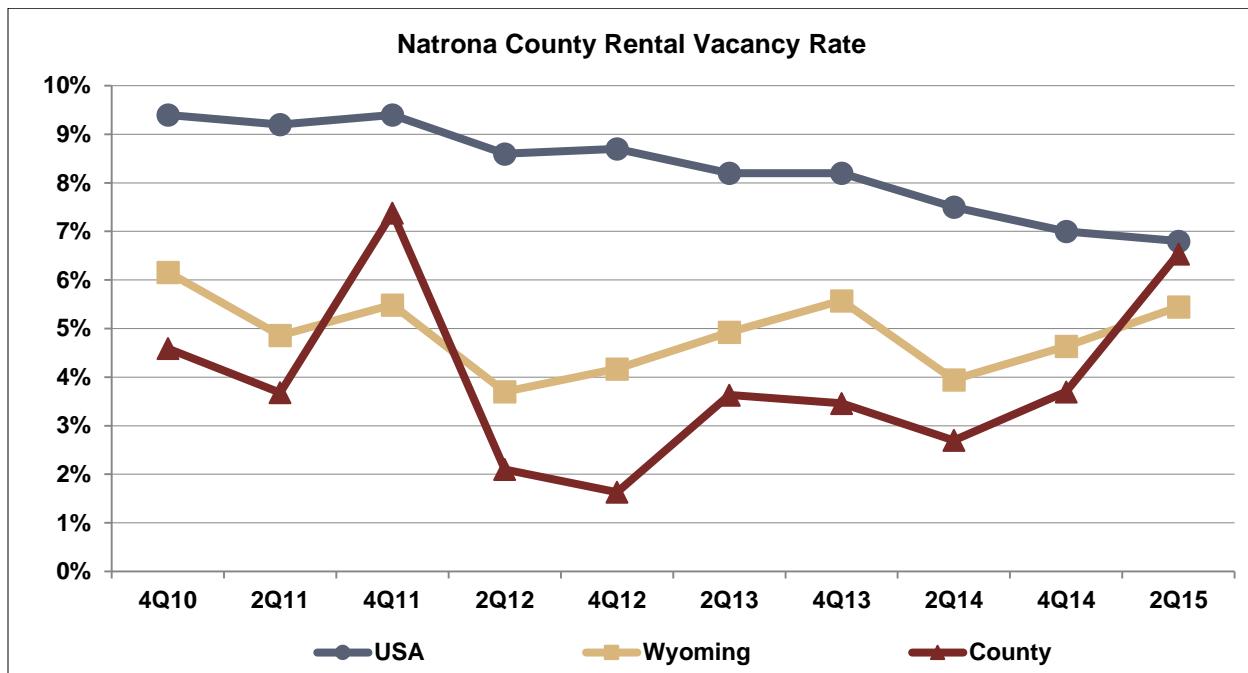
Housing Costs

The ACS data also provides rental rates for housing, most of which (78.2%) range from \$500 to less than \$1,500 per month. According to the ACS, the median gross rent rate in Natrona County is \$831 per month. For those who are 60 or older, the median gross rent is \$667 per month. For comparison, the median gross rent rate in Wyoming (for all age groups) is \$778 per month.

While the ACS data is a great way to understand and compare communities, there is additional housing information available from the Wyoming Community Development Authority (WCDA). The WCDA conducts a semi-annual housing survey with its state-agency partners, with which rental rates can be compared over time according to the type of housing/rent, as shown in the following table:

Natrona County Average Rental Rates (WCDA)				
Quarter/Year	Apartments	Mobile Home Lot	House	Mobile Home
4Q/2010	\$730	\$292	\$1,094	\$647
2Q/2011	\$733	\$341	\$1,122	\$648
4Q/2011	\$702	\$283	\$1,153	\$640
2Q/2012	\$729	\$306	\$1,164	\$640
4Q/2012	\$708	\$296	\$1,095	\$627
2Q/2013	\$746	\$314	\$1,210	\$622
4Q/2013	\$827	\$297	\$1,116	\$621
2Q/2014	\$827	\$313	\$1,205	\$622
4Q/2014	\$845	\$308	\$1,179	\$615
2Q/2015	\$889	\$325	\$1,220	\$606

As is typical for Wyoming's energy-based economy, Natrona County rental vacancies can be volatile, as shown below (compared to Wyoming and USA vacancy rates). For the last year or so, the vacancy rate has been rising, and is expected to continue to rise, during the economic downturn currently taking place for nearly all mining and energy industries.



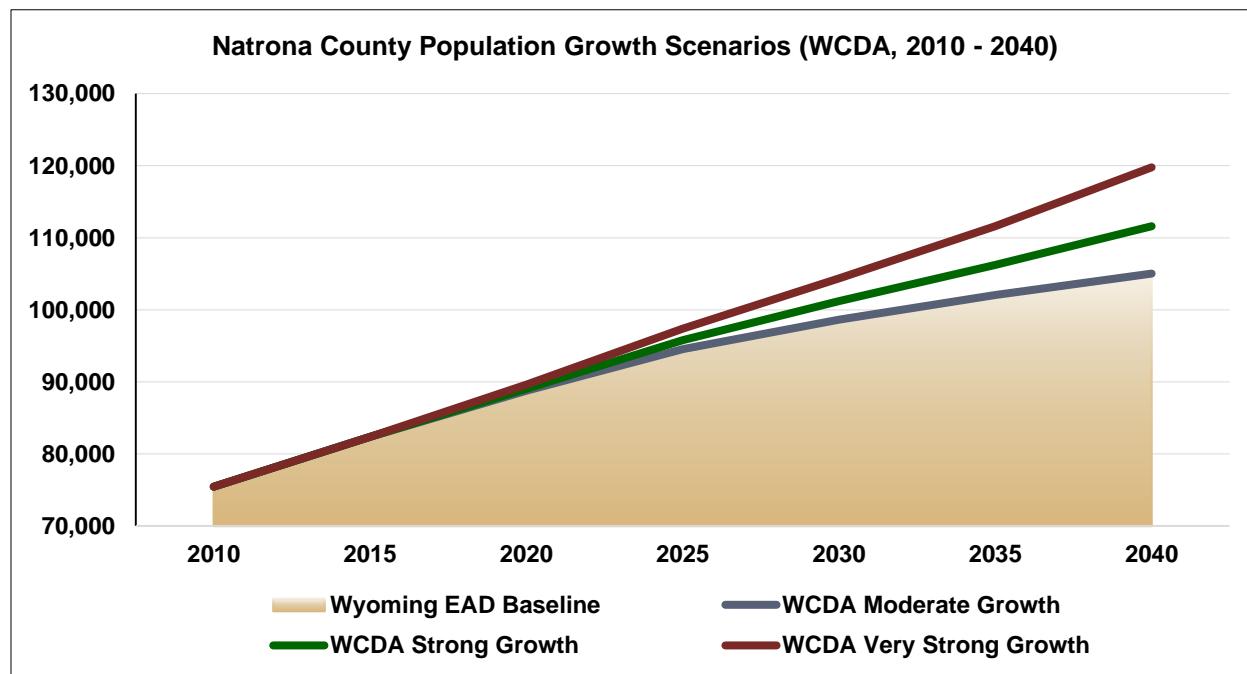
Home Values

The average price of homes in Natrona County is lower (about 80% less) than the rest of Wyoming. However, since 2000 the average price of homes in Natrona County has risen faster (146%) than the rest of the State (101%), which means that the gap is starting to shrink. Average home prices and the percentage of change from the previous year is provided in the following table:

Average Sales Prices (WCDA)				
Year	Natrona County	% Change	Wyoming	% Change
2000	\$93,579	9.0%	\$131,207	NA
2001	\$95,948	2.5%	\$128,771	-1.9%
2002	\$113,059	17.8%	\$138,295	7.4%
2003	\$130,446	15.4%	\$148,276	7.2%
2004	\$139,651	7.1%	\$159,558	7.6%
2005	\$156,281	11.9%	\$178,183	11.7%
2006	\$158,950	1.7%	\$219,438	23.2%
2007	\$201,269	26.6%	\$265,044	20.8%
2008	\$204,154	1.4%	\$256,045	-3.4%
2009	\$202,006	-1.1%	\$241,622	-5.6%
2010	\$201,425	-0.3%	\$250,958	3.9%
2011	\$197,348	-2.0%	\$241,301	-3.9%
2012	\$215,792	9.3%	\$266,406	10.4%
2013	\$217,761	0.9%	\$281,345	5.6%
2014	\$230,008	5.6%	\$263,432	-6.4%

Housing Demand Projections

The WCDA prepares housing-growth projections for each county and municipality in Wyoming, with three growth scenarios: moderate, strong, and very strong. Based on WCDA's most recent housing projections for Natrona County (March 2016), the WCDA estimates that the local population will grow between 39.2% and 58.8% from 2010 to 2040. It should be noted that the WCDA's moderate-growth scenario is just slightly lower than the baseline population forecast created by the State of Wyoming Economic Analysis Division (which reflects total growth of 39.5% for Natrona County from 2010 to 2040). Five-year projections through 2040 are included in the table below:



With population growth, households with renters could grow by 2,513 units (moderate scenario) or could grow by up to 3,844 units (very strong scenario). Likewise, homeowner households are expected to grow between 6,507 units (moderate scenario) and 9,675 units (very strong scenario). Five-year projections for these scenarios are presented in the following table.

Natrona County - Housing Growth Projections by Scenario (WCDA, 2010-2040)									
Moderate Growth	2010	2015	2020	2025	2030	2035	2040	2010-2040	Percent
Renters	9,108	9,464	10,144	10,710	11,090	11,386	11,621	2,513	27.6%
Homeowners	21,508	22,410	23,943	25,351	26,378	27,244	28,015	6,507	30.3%
Total	30,616	31,874	34,087	36,061	37,468	38,630	39,636	9,020	29.5%
Strong Growth	2010	2015	2020	2025	2030	2035	2040	2010-2040	Percent
Renters	9,108	9,109	9,804	10,467	10,988	11,465	11,970	2,862	31.4%
Homeowners	21,508	22,582	24,197	25,814	27,112	28,312	29,566	8,058	37.5%
Total	30,616	31,691	34,001	36,281	38,100	39,777	41,536	10,920	35.7%
Very Strong Growth	2010	2015	2020	2025	2030	2035	2040	2010-2040	Percent
Renters	9,108	9,109	9,871	10,656	11,368	12,108	12,952	3,844	42.2%
Homeowners	21,508	22,582	24,307	26,126	27,738	29,371	31,183	9,675	45.0%
Total	30,616	31,691	34,179	36,782	39,106	41,479	44,135	13,519	44.2%

ECONOMY

Employment and Income

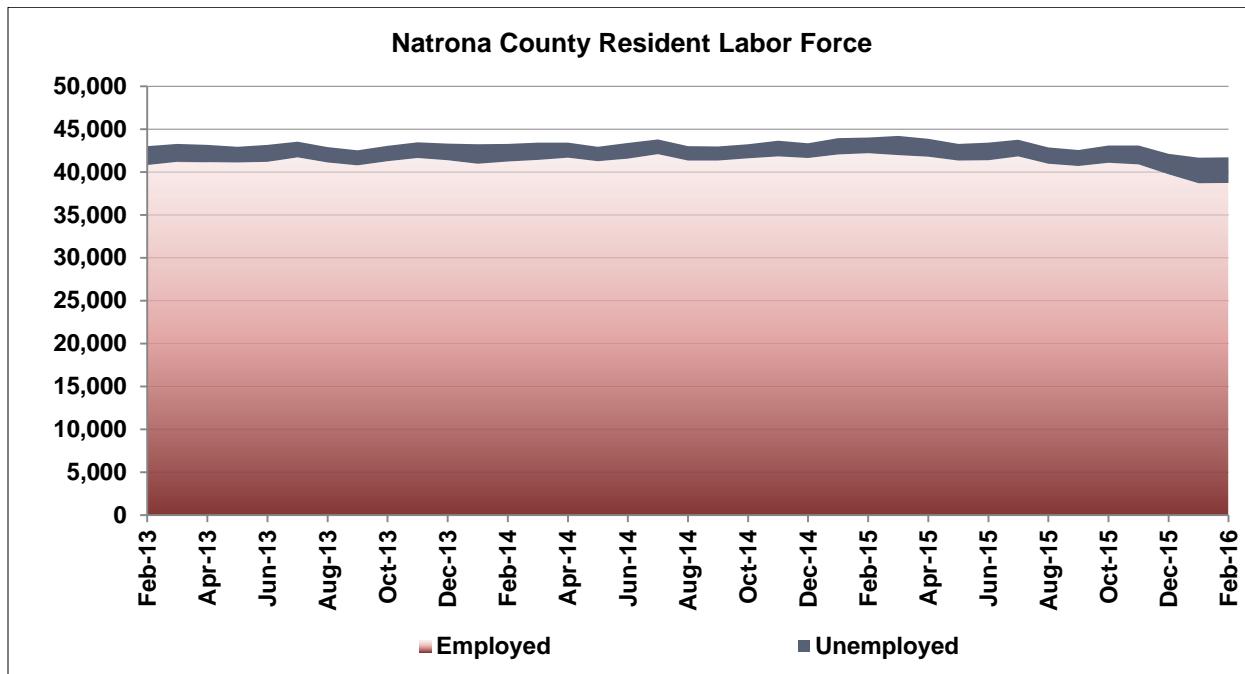
The ACS data also provides baseline information for local economies. Again, it is important to recognize that ACS data is based on a 5-year average of survey information, from 2010-2014. Based on ACS data, 69.8% of the Natrona County population that is age 16 or older is in the labor force. Unemployment from 2010-2014 has probably actually been higher than the ACS estimate (3.8%) shown below.

Natrona County Employment Status (ACS)		
Status	Estimate	Percent
Population 16 years old and over	62,182	
In labor force	43,413	69.8%
Employed	40,974	65.9%
Unemployed	2,371	3.8%
Armed Forces	68	0.1%
Not in labor force	18,769	30.2%

Of those who are employed in Natrona County, 78.8% are privately employed, 15.4% are government workers, and 5.6% are self-employed, according to ACS data. For those who are age 60 or older in Natrona County, the unemployment rate (1.6%) is much lower than the general population. This labor-force data is very consistent with the employment/retirement status of the survey respondents in this study.



More current employment information is available from the State of Wyoming Department of Workforce Services (DWS). According to Local Area Unemployment Statistics (LAUS) data, Natrona County's labor force in 2015 averaged 43,349 workers, and unemployment in 2015 averaged 4.7% in Natrona County. As can be seen in the following chart, the labor force in the last several months has begun to significantly shrink, and the number of unemployed workers is rapidly rising.



Source: Chart based on Wyoming Department of Workforce Services, LAUS data.

Businesses/Employers

Perhaps because of its relatively large size and its central location in Wyoming, Natrona County has a diverse economy. The following table identifies employment for all major industry sectors:

Natrona County Employment by Industry (ACS)		
Industry	Estimate	Percent
Agriculture, forestry, fishing and hunting, and mining	4,109	10.0%
Construction	3,385	8.3%
Manufacturing	2,217	5.4%
Wholesale trade	1,553	3.8%
Retail trade	4,691	11.4%
Transportation, warehousing, and utilities	2,572	6.3%
Information	496	1.2%
Finance, insurance, real estate, rental and leasing	1,756	4.3%
Professional, scientific, management, administrative & waste mgmt. services	3,034	7.4%
Educational services, health care and social assistance	8,916	21.8%
Arts, entertainment, recreation, and accommodation and food services	3,888	9.5%
Other services, except public administration	2,406	5.9%
Public administration	1,951	4.8%
Total Civilian Employed Population	40,974	100%

Income

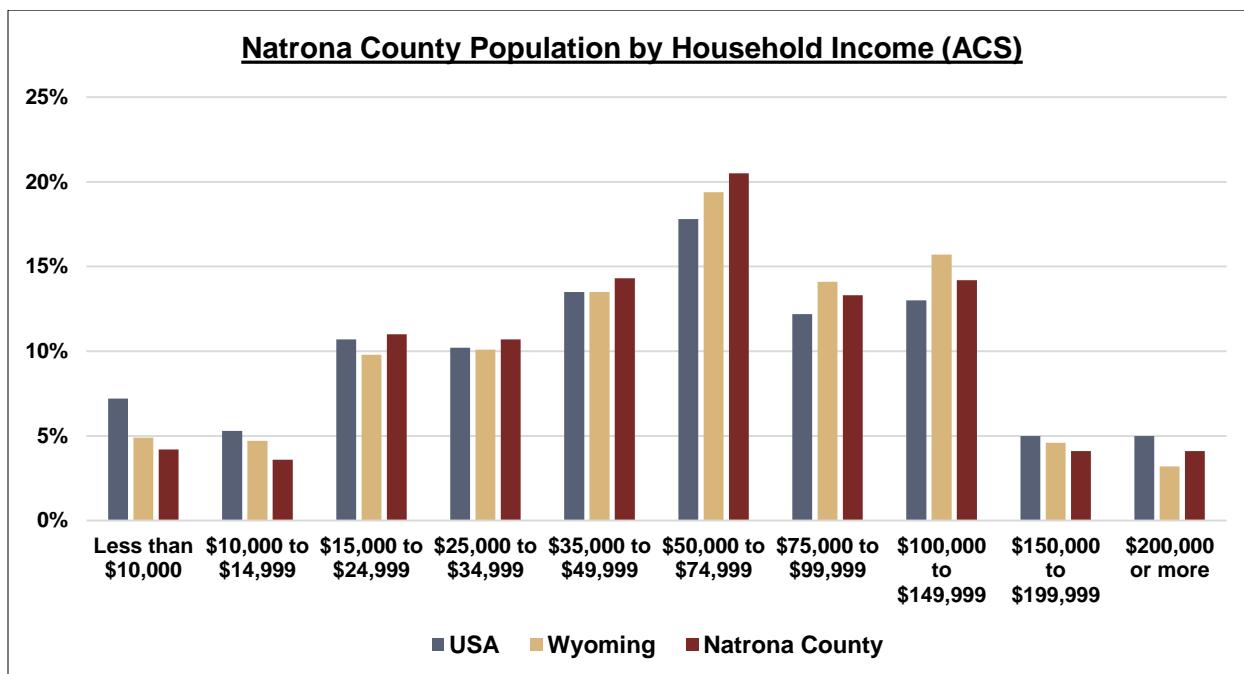
Median household income in Natrona County (\$56,769) is slightly lower than the rest of Wyoming (\$58,252) but higher than the nation (\$53,482). The distribution of income levels demonstrates a strong middle class. The following table shows the distribution of the population by household income:

Natrona County Household Income (ACS)		
Household Income	Estimate	Percent
Less than \$10,000	1,332	4.20%
\$10,000 to \$14,999	1,156	3.60%
\$15,000 to \$24,999	3,482	11.00%
\$25,000 to \$34,999	3,408	10.70%
\$35,000 to \$49,999	4,534	14.30%
\$50,000 to \$74,999	6,520	20.50%
\$75,000 to \$99,999	4,225	13.30%
\$100,000 to \$149,999	4,528	14.20%
\$150,000 to \$199,999	1,317	4.10%
\$200,000 or more	1,288	4.10%
Total households	31,790	100%

This distribution, according to ACS data, indicates that 29.5% of households in Natrona County have income less than \$35,000, compared to 29.5% in Wyoming and 33.4% in the United States.

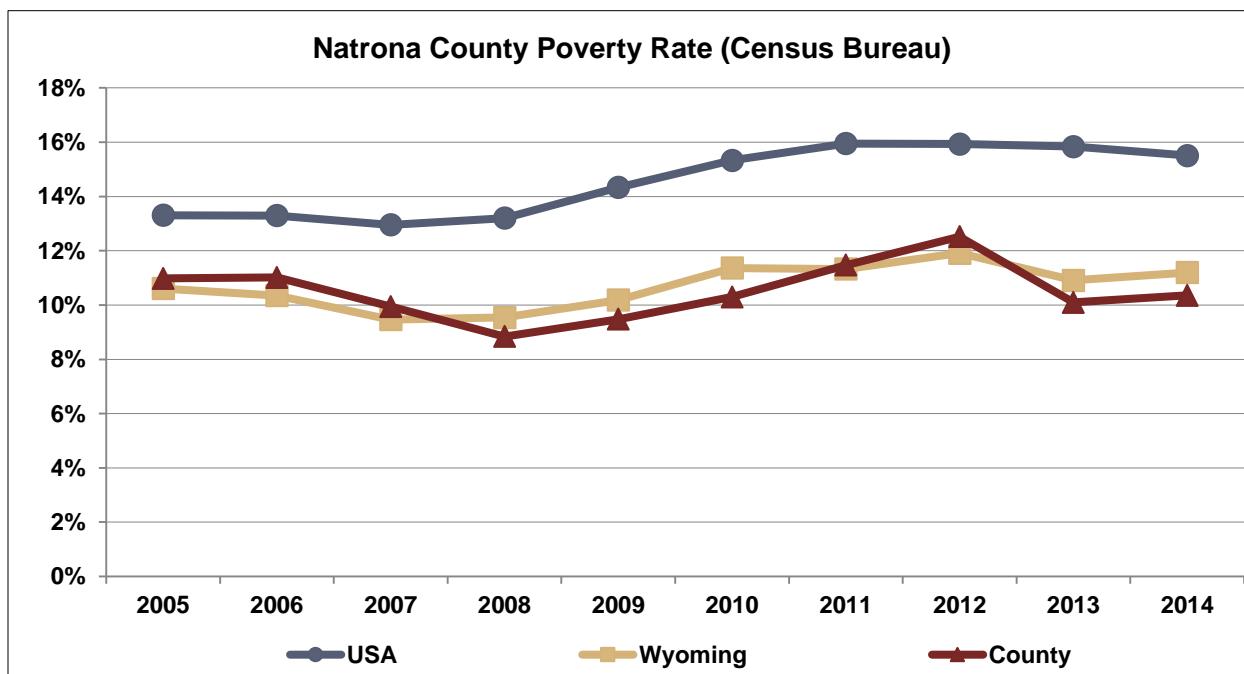


The following chart compares household incomes of Natrona County, Wyoming, and the USA:



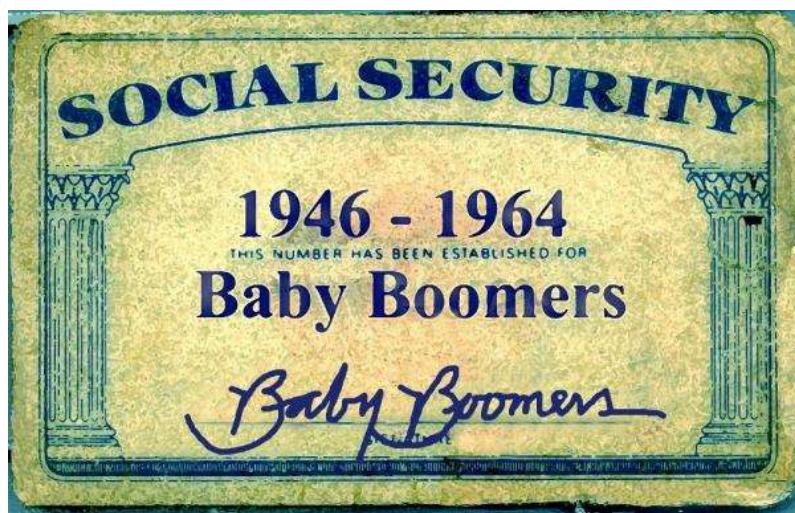
Poverty

According to the Census Bureau, Natrona County has a lower percentage of its population (10.4%) living in poverty than Wyoming (11.2%), but it is substantially lower than the nation (15.5%), as shown below:



According to ACS data (which is calculated differently than the chart above), most families and residents in Natrona are doing much better than elsewhere, with just one notable exception: **people who are 65 years and over are slightly more likely to be living in poverty in Natrona County (6.7%) than elsewhere in Wyoming (6.3%).** The poverty level for many different living situations is presented in the table below:

Percentage of those whose income in the past 12 months is below the poverty level (ACS)	USA	Wyoming	Natrona Co.
All families	11.5%	8.0%	7.4%
With related children under 18 years	18.1%	13.4%	12.4%
With related children under 5 years only	18.6%	14.9%	12.6%
Married couple families	5.7%	3.7%	3.2%
With related children under 18 years	8.4%	5.5%	4.6%
With related children under 5 years only	7.0%	5.8%	5.4%
Families with female householder, no husband present	30.9%	31.5%	27.2%
With related children under 18 years	40.5%	39.5%	36.3%
With related children under 5 years only	47.0%	50.6%	35.2%
All people	15.6%	11.6%	10.3%
Under 18 years	21.9%	15.3%	13.5%
Related children under 18 years	21.6%	14.9%	13.1%
Related children under 5 years	24.9%	18.1%	16.6%
Related children 5 to 17 years	20.3%	13.6%	11.7%
18 years and over	13.6%	10.5%	9.3%
18 to 64 years	14.6%	11.3%	9.8%
65 years and over	9.4%	6.3%	6.7%
People in families	13.0%	8.8%	7.6%
Unrelated individuals 15 years and over	26.9%	22.7%	20.3%



TRENDS & BEST PRACTICES

Literature Review

In order to develop a comprehensive understanding of the Casper Boomer population, several literature resources were reviewed. Many of these sources have been used in the development of this report, including:

- *Casper "Baby Boomers" - A Community-Based Action Research Project for Community Services for Older Adults* (Wyoming Education and Social Research Institute, 2008)
- *In the Arms of Elders - A Parable of Wise Leadership and Community Building* (William H. Thomas, M.D.)
- *What are Old People For?* (William H. Thomas, M.D.)
- *Lexington Senior Citizens Center: Meeting the Challenges of the 21st Century* (Univ. of Kentucky Graduate Center for Gerontology, 2003)
- *Older Americans 2010 Indicators of Well-Being* (Federal Interagency Forum on Aging-Related Statistics)
- *RespectAbility in America: Guiding Principles for Civic Engagement among Adults 55+* (National Council on Aging)
- *The Business of Aging* (National Council on Aging, 2007)
- Various reports and statistics from the U.S. Bureau of Census and the U.S. Department of Health & Human Services
- *Voices of 50+ Wyoming: Dreams & Challenges* (AARP, 2011)
- *Getting Ready for Wyoming Boomers* - A report of the training/facilitated work session with the Wyoming Association of Senior Program Directors, Prepared by: Janine Vanderburg, J.D., January 2012
- *When the Boomers Bail: How Demographics will Sort Communities into Winners and Losers* (Mark Lautman)
- *Being Mortal* (Atul Gawande)

Challenges for Tomorrow

The literature review reveals challenges for tomorrow's seniors. The changing demographics of the senior population (i.e. many more people, higher incomes, different lifestyles, migration rates, etc.) have created a rapidly-evolving older-adult market. These changes present difficult challenges for existing senior-service providers:

- Continue to effectively serve current participants while trying to engage non-participating older adults
- Attract the Boomer generation and "younger" seniors
- Adapt participation to the new era of increased consumer choices
- Compete with other community options and alternatives



- Re-invent the image of senior centers and what a senior looks like
- Develop strategic partnerships and collaborations with other service providers
- Attract new funding sources (private and public)

There are a number of Boomer Generation trends that will influence how serving this unique segment of the population will change the way traditional senior services are provided in the future. This independent generation is made up of smaller numbers of family and friends who serve as a support system and many may be involved in caring for their own parents, children, and grandchildren. Financial-stability needs may lead them to retire later in life or not at all. Boomers want to travel and stay fit and healthy in the process. Social interaction is not constrained by the traditional front-porch neighborhood anymore. Technology, life-long learning, good nutrition, and avenues for volunteerism are all trends that will need to be tapped into by a senior center wishing to remain relevant to its customers.

Historically, traditional-model nursing homes tend to focus on their residents' disabilities. Emerging elder-care housing-models will need to evolve in order to serve seniors. The Green House® Model, for example, emphasizes the creation of a more home-like environment focused on fostering late-life development rather than end-of-life waiting. Senior centers have the opportunity to serve this growing population not only by providing companionship but also by offering programs and activities that help residents find meaning in being.



RECOMMENDATIONS

The following seven themes were identified by the Steering Committee as relevant in making the Casper-area a livable community for people of all ages.

For each of these themes, the following plan of action is recommended. These actions are further categorized according to different levels of priority, based on the relative cost and time, needed for completion, as follows:

- Level I: Options which could be implemented immediately with little or no cost.
- Level II: Options which will require investments of time and resources to be fulfilled.
- Level III: Long-term options requiring commitment of staff-time and significant resources on the part of one or more agencies.

COMMUNITY DESIGN

LEVEL I

- A. **GIS Mapping Education:** Natrona County GIS and the Metropolitan Planning Organization (MPO) have developed mapping of the community which shows locations of transitional curb cuts. Education on this mapping system would help the public with accessibility.
- B. **Advisory Committee on Community Design:** Create an advisory committee on accessible community design where participants assist in evaluating site plans, businesses, public parks, trails, neighborhoods, etc., for accessibility and a welcoming sense of community.

LEVEL II

- A. **Zoning Code Updates:** Work with the City of Casper to address updates to the zoning code to permit the development of neighborhoods dedicated to housing for seniors which would permit zero lot lines, parking for RVs, smaller lots, and homeowner associations (HOAs) to oversee maintenance of common areas. The Committee does NOT recommend the development of gated communities with privately maintained (and narrow) roadways.
- B. **Walkable Neighborhood Design:** Walkability is improved when senior-housing developments such as senior apartments or assisted-living centers are constructed in C-2 zones versus PUD, and can be supported with small retail centers in close-proximity to the residential development. Zoning regulations should be modified as necessary to allow for this development.

- C. **New Sidewalk Focus:** Encourage continued development of walkways/sidewalks throughout all Casper areas to enable connectivity and promote walkability and good health.
- D. **"Back to Parkways" Design:** Promote or require the parkway-development style in new subdivisions where a greenspace is required between sidewalks and curb and gutters. This style is much more conducive to walking safely in neighborhoods. Narrow sidewalks adjacent to curbs are dangerous and unwalkable in winter due to snow accumulation as well as splashing by passing vehicles.
- E. **Repair Sidewalk Focus:** Support sidewalk-replacement funding-assistance where tree roots, heaving, and other causes have damaged sidewalks and paths creating dangerous walking paths. Explore and encourage a connection between the dead-tree removal efforts in place by the City of Casper and simultaneous replacement of problem sidewalks and installation of transitional curbs/curb cuts.

LEVEL III

- A. **AARP "Livable Communities" Program:** The City of Casper should consider applying to become part of the AARP "Livable Communities" Program. This program will help provide an ongoing network of communities who are working to develop programs to provide a senior-friendly environment for residents who have chosen Casper to age-in-place. Good examples are in place in Auburn Hills, Michigan. The Michigan State Advisory Council on Aging through the State Health Department administers this program. Contact information for Auburn Hills, Michigan, staff is as follows: Karen Adcock, Director of Senior Services, kadcock@auburnhills.org, phone (248) 370-9353. Copies of their executive summary, survey results, and action plan are available on the AARP website at www.aarp.org/livable-communities.



TRANSPORTATION

LEVEL I

- A. **Faith-based Organization Involvement:** There may be an opportunity to expand faith-based organization transportation programs to include volunteer drivers who transport the aging population throughout the community. A discussion could be held with existing interfaith groups to determine their interest in helping with this program.

LEVEL II

- A. **Transit Development Route Study:** The Metropolitan Planning Organization (MPO) is in the process of completing a route study to evaluate the need for extended hours for CATC and The Bus.
- B. **Taxi Voucher Program:** Work with stakeholder organizations to expand the existing taxi voucher program. Consideration should be given to establishing a formal voucher program for the aging population in cooperation with local taxi services and other private entities. The program would require a sponsoring organization(s).
- C. **Accessible Vehicle Grant:** More accessible vehicles are needed to meet the taxi demand. Explore grants that would assist in the purchase of an accessible van. Grants may be available through WYDOT's 5310 program for accessible vehicles.
- D. **Volunteer Driver/Vehicle Program:** Support efforts to form a volunteer community service organization that provides transportation for seniors.



FINANCIAL

LEVEL I

- A. **Additional Programs for Medicare/Medicaid Information and Counseling Services:** Sponsor some basic informational programs at the senior center or the library with the cost of the program covered by a grant from a public or private source. Investigate opportunities to provide additional Medicare and Medicaid counseling services on an individual basis. These informational services are invaluable to seniors but many do not know how to access or afford them.
- B. **Bank Support:** Encourage local banks to assist older patrons in learning about:
 - Protection from fraud
 - Options to finance housing
 - Management of assets at retirement and estate planning
 - Long-term care options
- C. **Media Campaign:** Work with the local media to highlight the positive financial contributions that exist when retirees remain in the community. The “Longevity Economy” can be a very critical element of a down-turning energy-based economy. Communicate the positive contributions that retaining seniors in Casper provides relative to having them relocate to a different senior-friendly community.
- D. **“These Things Help” Business Campaign:** Provide tips and suggestions on making existing businesses more age-friendly. A checklist could be developed and distributed to businesses to identify areas they should evaluate.

LEVEL II

- A. **Successful Aging Expo:** Host a “Successful Aging Expo” in Casper focusing on the needs of the aging population. This event would target their needs in areas of financial planning, legal advice on preparation of wills and property rights, housing, wellness and leisure activities, access to health care and Medicare benefits, and understanding insurance coverage for supplemental costs and pharmaceutical expenses. The program could include opportunities for one-on-one conversations to discuss legal and social services as well as how to prevent the financial exploitation of seniors.
- B. **Expanded Annual Senior Fair:** Work with the Central Wyoming Senior Services to expand their annual Senior Fair.

- C. **Senior Information Directory:** Create a senior-information directory containing information on services and programs that are available to meet the needs of seniors. This clearinghouse could respond to questions addressing a wide-range of topics, make referrals to appropriate agencies for assistance, and provide information on upcoming events and activities, etc.
- D. **Federal ADRC Model:** Encourage modification of the Wyoming Department of Health Federal ADRC (Adult Disabled Resource Center). Create an online hub for Casper-area resources including links to their websites that could be updated by each agency (similar to the Wikipedia model).



HEALTHCARE

LEVEL I

- A. **In-Home Mental Health:** Promote private, in-home mental health counseling and care services that are available in the community.
- B. **POLST:** Encourage the implementation of an integrated system to promote the utilization of POLST (Provider Orders for Life-Sustaining Treatment) by providers and families to ensure that consistent directives are in place. Initiate communication with local providers through the Wyoming Medical Society to reach this goal.
- C. **Licensed Respite Care:** Support licensed hospice respite care services.
- D. **Coordination of Care:** Seek additional participation to identify opportunities to improve the outcomes of patients discharged from the hospital and reduce readmissions.
- E. **Rural Care Transitions Program:** Host a meeting between Wyoming Medical Center (WMC) and Cheyenne Regional Medical Center personnel in the Wyoming Institute of Population Health to discuss PACE (Program of All-Inclusive Care for the Elderly), Rural Care Transitions Program, as well as telemedicine programs and its connectivity to the mental health community.
- F. **Wyoming 2-1-1:** Promote Wyoming 2-1-1 to seniors, an easy-to-remember telephone number that connects callers, at no cost, to information about critical health and human services available in Wyoming communities.
- G. **Monitor and Evaluate Healthcare from the Patient's Viewpoint:** Work with other health organizations and public health services through the Community Health Partnership of Natrona County proposed by Wyoming Medical Center to monitor and evaluate healthcare delivery and service from the patient's perspective.

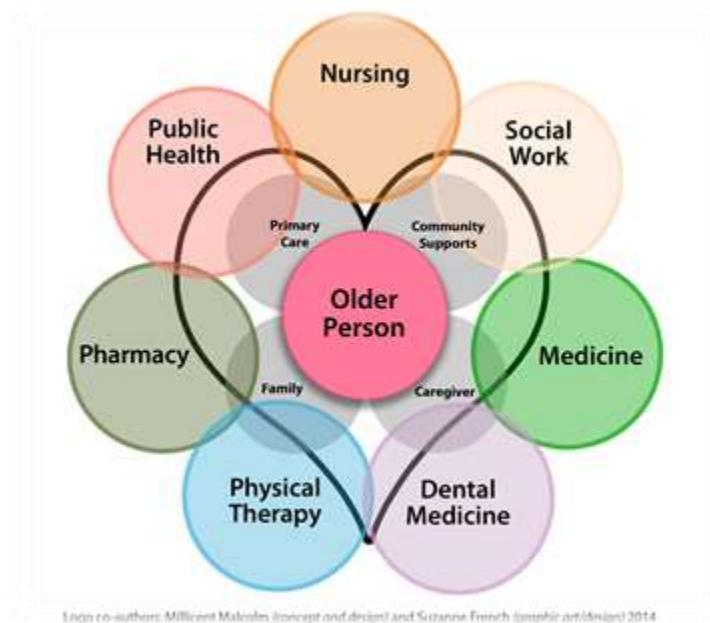
LEVEL II

- A. **First Responder Training:** Develop training programs for front-line business customer service representatives, public safety representatives, first responders, and Meals on Wheels drivers on how to effectively interact with people who are forgetful, confused, hard-of-hearing, or who suffer from other age-related conditions.
- B. **Geriatric Social Worker and/or Nurse Training:** Develop training programs for geriatric social workers and/or nurses which include involvement from local nursing homes.

- C. **Geriatric Assessment Unit:** Evaluate needs for a geriatric-assessment unit to be established at one of the hospitals or through some other provider.
- D. **Chronic Mental Health Space:** Evaluate the need and ability to provide dedicated space to serve chronic mental health patients.
- E. **Medicaid Office:** Work with the State of Wyoming to determine if it may be possible to open a branch office for Medicaid services in Casper on a regular basis.
- F. **Community and Public Health Program:** Work with the Casper Fire Department to develop a Community and Public Health Program under the Community Response Team Model established by the Colorado Springs Fire Department.

LEVEL III

- A. **PACE Program:** Facilitate a task force to work with Wyoming Medical Center (WMC) or other hospital to develop the PACE Program (Program of All-Inclusive Care for the Elderly) in Casper.
- B. **Individual Counseling Services Funding:** Identify funding for a program intended to provide individual counseling services to seniors needing assistance in dealing with the various problems related to aging. Presently, it is difficult to ascertain that seniors are getting a mental health assessment through their primary care providers to determine if they are in need of counseling.



HOUSING

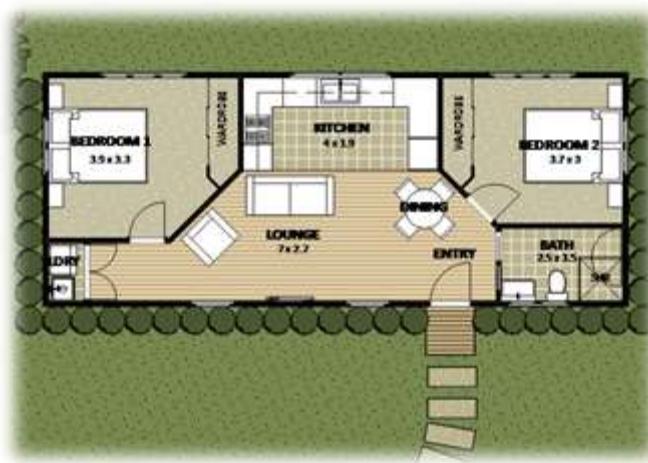
LEVEL I

- A. **WCDA Tax Credit Program:** Work with the WCDA Tax Credit Program to encourage the funding of a project in Casper that would be dedicated to residents age 55 and over.
- B. **Assisted Living Facility Regulation Modifications:** Facilitate a meeting between representatives of the assisted living industry, nursing homes, and the Wyoming Department of Health to discuss potential changes in the regulations for transitioning residents from assisted living to nursing home environments.
- C. **Universal Design Standards:** Encourage the City to adopt a requirement that new home construction include a **recommendation** (not a requirement) for Universal Design Standards which call for one bedroom, one bathroom, and the cooking area be designed to be accessible for someone with physical restrictions.
- D. **Senior Housing Development Support:** Identify concepts that are needed to support housing developments designed for seniors. Determine what support services may be needed, such as exterior maintenance, walking trails, shopping, pharmacy delivery, and security systems.
- E. **Workshop for Housing Code Options:** Host a workshop for seniors and developers to examine additional options for housing units that may require amendments to codes or changes in financial packages to move forward. These housing options should be located in areas close to existing services to facilitate walkability but should also include space for vehicle storage. Examples include:
 - **Equity Exchange:** This approach uses individual homeowner's equity to finance construction of a multi-unit building to house seniors in condo-like units, with the purchase of the unit as part of the financing. The single-family homes are then sold and any additional capital gains used for other housing costs.
 - **Cluster Homes:** One-story cottages or bungalows located on small lots or communal spaces to provide independent living with combined services.
 - **Accessory Apartments or "Granny Flats":** Permitted in single-family home neighborhoods to allow families to add a detached unit on their lot that would provide some privacy and independence for their parent(s) while still having someone nearby to look after their daily needs.



LEVEL II

- A. **Single-Family Home Maintenance Services:** Develop a program to provide assistance to seniors for services that would address needed improvements and repairs to individual homes.
- B. **Needs Assessment for Senior Housing:** Work with developers to conduct a market study of the demand and need for new housing options that would appeal to seniors. Consider types of homes seniors are looking for, what they are willing and able to pay to relocate, and what types of neighborhoods are attractive for seniors wanting to downsize.



LIFELONG LEARNING, SOCIAL AND CIVIC ENGAGEMENT, AND RECREATION

LEVEL I

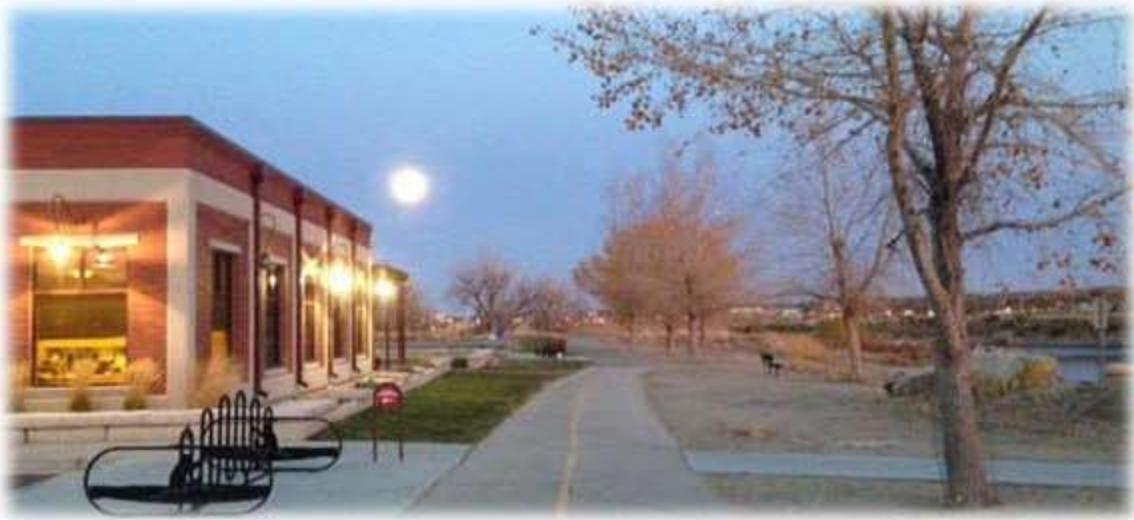
- A. **Inventory of Resources:** Develop a comprehensive inventory of resources to include active and passive recreation and fitness options, facility descriptions, transportation access, organized trips, tours and cruises, and venues to pursue lifelong learning.
- B. **Community Reads Program:** Support a “Community Reads” program where books such as *Being Mortal* by Atul Gawande are provided, read, and discussed by participants of all ages.
- C. **Family History:** Host a program on preparing individual histories or utilizing seniors to learn more about their connection to the history of Casper.
- D. **Service Corps of Retired Executives (SCORE):** Collaborate with the Small Business Administration (SBA) on development of a local SCORE program.
- E. **Technology Training:** Assist in recruiting instructors for basic classes on technology for seniors, including courses on basic computer and internet skills.

LEVEL II

- A. **Museum Passport Program:** Work with local museums on a passport program for seniors which would include an incentive for seniors to visit all of the local museums, historic sites, parks, etc., during the summer months.
- B. **Funding Senior Centers:** Host a meeting with representatives from Central Wyoming Senior Services, the Wyoming Department of Health’s Aging Division, local government, and state legislators to discuss how to enhance the funding model for senior centers to support operations beyond the meal-based model which is currently used by the Federal/State Agencies on Aging.

LEVEL III

- A. **YMCA and Aquatics Center Support:** Encourage support of the Casper YMCA on their capital investment in new facilities which will continue to serve the senior population in the center of the community.
- B. **Trail Development:** Continue to support the construction of new trails and improved accessibility of existing trails throughout the community.



Workforce, Employment, and Volunteerism

LEVEL I

- A. **Review Demographics:** Revisit demographics on number of Boomers turning 65 and evaluate possible impacts on the workforce in public and private sectors of the economy.
- B. **Volunteerism:** Increase awareness of volunteer opportunities and how to get involved.

LEVEL II

- A. **Skills Database Bank:** Work with the Department of Workforce Services (DWS) to develop a skills-bank database and jobs clearinghouse that connects older workers with employers for needed job skills, flexible working conditions, and other options.
- B. **Volunteer Database:** Expand Serve Wyoming's volunteer database.



IMPLEMENTATION

The Action Plan for implementation can be found in Appendix A. It is also recommended that the City of Casper work with the Study Committee to present the results of this plan to all interested stakeholder groups in the months following formal acceptance of the plan by the Casper City Council. CBI will prepare a white paper with key talking points and a brief Power Point that can be used for these presentations.

APPENDICES

Appendix A - Action Plan

Appendix B - Public Input Process

- List of Agencies and Individuals Interviewed
 - Telephone Survey Results
 - Study Committee and Listening Session Meeting Schedule
 - Written Survey Results

Appendix C - Additional Resource Documents

- Wyo POLST Fact Sheet
 - Wyoming PACE Program
 - Innovations in Aging: Communities for a Lifetime Presentation
 - ICMA/AARP Webinar: Creating Age-Friendly Communities
 - Colorado Springs Community & Public Health Division Community Assistance Referral and Education Services Contact Information and Overview



Action Plan Players & Resources

ADRC: Adult Disabled Resource Center (through the Wyoming Department of Health)

CACVB: Casper Area Convention and Visitors Bureau

CAEDA: Casper Area Economic Development Alliance

CAC: Citizen Advisory Committee (on Community Design)

CAP-NC: Community Action Partnership of Natrona County

CATC: Casper Area Transportation Coalition

CBI: Community Builders, Inc.

CDBG: Community Development Block Grant Program

CHA: Casper Housing Authority

CNCHD: Casper-Natrona County Health Department

CoC: City of Casper

CWCC: Central Wyoming Counseling Center

CWRM: Central Wyoming Rescue Mission

DFS: Department of Family Services

DWS: Department of Workforce Services

HOA: Homeowner Association

MPO: Metropolitan Planning Organization

NAMI: National Association of Mental Illness

NCGIS: Natrona County GIS

OLLI: Osher Lifelong Learning Institute at Casper College

P&Z: Casper Planning & Zoning Commission

PACE: Program of All-Inclusive Care for the Elderly

POLST: Provider Orders for Life-Sustaining Treatment

SBA: Small Business Administration

SCORE: Service Corps of Retired Executives

SPA: Senior Patient Advocates

USDA: United States Department of Agriculture

VITA Program: Volunteer Income Tax Association (through United Way)

WBI: Wyoming Behavioral Institute

WCDA: Wyoming Community Development Authority

WHN: Wyoming Housing Network

WMC: Wyoming Medical Center

APPENDIX A – PLAN OF ACTION - SUMMARY CHART

The seven themes included in Appendix A, and their accompanying recommended actions, were identified by the Steering Committee as relevant in making the Casper-area a livable community for people of all ages.

For each theme, plans of action are recommended. These actions are further categorized according to different levels of priority based on the relative cost and time needed for completion, as follows:

- **Level I:** Options which could be implemented immediately with little or no cost.
- **Level II:** Options which will require investments of time and resources to be fulfilled.
- **Level III:** Long-term options requiring commitment of staff-time and significant resources on the part of one or more agencies.

THEME: COMMUNITY DESIGN

Project: GIS Mapping Education				
Action	Outcomes	Timing	Players	Resources
Develop public education program on use of GIS maps to locate transitional curb cuts.	Improve access for seniors and disabled citizens by assisting them with identification of walkable routes.	Summer and Fall 2016	NCGIS; MPO; Citizen Advisory Committee; CATC; City of Casper; Central Wyoming Senior Citizens, Inc.	PSA's on Local Govt Ch. 192; Websites for MPO, City of Casper, and NCGIS; City Water Bills; Senior Center Newsletters & Bulletin Boards
Project: Advisory Committee on Community Design				
Action	Outcomes	Timing	Players	Resources
Council resolution creating the Citizens Advisory Committee on Community Design.	Improved accessibility for seniors and disabled citizens throughout the community.	Summer 2016	Casper City Council, Casper Planning & Zoning Commission	Casper Senior Services Study Steering Committee
Appoint members to Advisory Committee	Expand participation by seniors and others in evaluating accessibility of proposed developments.	Fall 2016	Casper City Council, P&Z	Community Development Department
Site plans for residential developments, businesses and public parks, trails, facilities are submitted to Citizen Advisory Committee.	Recommendations from CAC to improve accessibility.	Fall 2016	Community Development Department; P&Z	Handicap Design Requirements
Project: Zoning Code Updates				
Action	Outcomes	Timing	Players	Resources
Review options for changes to City's zoning code to permit development of new neighborhoods dedicated to senior housing.	Identification of current development designs which provide housing attractive to seniors.	Winter 2016-2017	CAC; Local Developers; Community Development Department	AARP Livable Communities Database; ICMA Sustainable Communities Program; Local Developers.
Develop recommendations for consideration by the Planning and Zoning Commission.	Expansion of options in City zoning code to permit housing developments that would include zero lot lines, parking for RVs, smaller lots, HOAs, and other senior-friendly neighborhood designs.	Summer 2017	CAC; Casper Senior Services Study Committee; P&Z; Community Development Department; City Attorney; Local Developers	Results of previous review of options; research including interviews with other communities who have implemented changes and review of state law; Local Developers.

Conduct public hearings on proposed changes to the City's zoning code	Create community awareness of opportunities to improve neighborhood designs that support aging-in-place.	Fall 2017	P&Z; Community Development Department; Local Developers	City of Casper requirements for amendment adoption to the zoning code; Local Developers.
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THEME: COMMUNITY DESIGN

Project: Walkable Neighborhood Design

Action	Outcomes	Timing	Players	Resources
Prepare amendment to City's zoning code to allow development of senior apartments or assisted living centers in C-2 zones.	Seniors living in these developments will have easy access to small retail centers and services.	Winter 2016-2017	Community Development Department; P&Z; City Attorney; Local Developers	Casper Zoning Code
Submit proposed zoning amendment to P&Z.	Recommendation to City Council for proposed amendment.	Spring 2017	Community Development Department; P&Z; City Attorney; Local Developers	Casper Zoning Code
City Council adopts proposed amendment.	Developers can look at opportunities to develop senior housing in C-2 zones.	Fall 2017	City Council; Community Development Department; P&Z; Local Developers	Casper Zoning Code

Project: New Sidewalk Focus

Action	Outcomes	Timing	Players	Resources
Review requirements in codes to require the installation of sidewalks and walkways in all new developments.	Improved connectivity and walkability for all citizens.	Winter 2016-2017	CAC; P&Z; Community Development Department; Local Developers	Casper Subdivision and Zoning Codes
Adopt changes to subdivision and zoning codes.	Improved connectivity and walkability for all citizens.	Spring 2017	P&Z; Community Development Department; Local Developers	Casper Subdivision and Zoning Codes

Project: "Back to Parkways" Design				
Action	Outcomes	Timing	Players	Resources
Conduct public education program for citizens and developers on the benefits of parkway design sidewalks in residential areas.	Create support for a neighborhood design which is conducive and safer for all citizens who walk for exercise and access to parks and services.	Summer 2017	MPO; CAC; Community Development Department; P&Z; Local Developers	MPO Transportation
Encourage parkway design where feasible.	Cost-sharing program for developers to provide safe buffer.		Local Developers; City of Casper	
THEME: COMMUNITY DESIGN				
Project: Repair Sidewalk Focus				
Action	Outcomes	Timing	Players	Resources
Conduct survey of condition of sidewalks throughout community.	Identify areas where sidewalks don't exist or are in poor condition.	Spring and Summer 2017	Public Works Department	GIS Maps
Educate public on sidewalk repair and maintenance responsibilities.			Property Owners; City of Casper	
Prepare recommendations for City Council on funding requirements to replace or install sidewalks adjacent to public property.	Improved access to all City-owned properties and facilities.	Phased program based on funding availability and priority properties beginning in Fiscal Year 2018.	Public Works Department; City Council; Property Owners	Streets Division Budget; Capital Projects Funding
Review opportunity to include sidewalk repair or replacement in areas where street trees are removed.	Improved walkability of areas where trees have caused breakage of sidewalks.	Winter 2016-2017	Public Works Department	Cooperative effort between adjacent property owners and City of Casper.
Project: AARP "Livable Communities" Program				
Action	Outcomes	Timing	Players	Resources
Complete application to AARP to participate in their "Livable Communities" Program.	Casper will become part of a network of communities who are working to develop programs to provide a senior friendly environment.	Submit application in the Summer of 2016.s	City Council; City Manager's Office; Community Development Department	Staff time to complete the application forms.

Develop plan for meeting the requirements of the program; estimated to take 2-3 years to complete.	Provide a step by step approach to the final goal of a strategic plan for becoming an AARP Livable Community.	Winter 2017	City Council; City Manager's Office; Community Development Department	Staff Time and Council Goals Process.
Commit staff time to implementing the strategic plan.	Designation by AARP as a Livable Community and access to network of other communities database of information on programs and processes used to improve the environment for seniors.	2017-2020	City Council; City Manager's Office; Community Development Department	Budget support on an annual basis to implement the strategic plan.
THEME: TRANSPORTATION				
Project: Faith Community Involvement				
Action	Outcomes	Timing	Players	Resources
Host a meeting of interfaith groups to discuss involvement of volunteers to transport seniors.	Expand existing programs for volunteer drivers to take seniors to appointments, etc.	Summer 2016	City Manager's Office; MPO Citizen Transportation Advisory Committee; Casper Senior Services Study Steering Committee; CATC	Meeting space; personal invitations by phone; identify examples of programs currently in place to serve as presenters; CATC.
Project: Transit Development Route Study				
Action	Outcomes	Timing	Players	Resources
Complete the MPO route study to evaluate the need for extended hours for CATC and The Bus.	Recommendations based on data from riders and citizens on changes needed in transit services.	Report due Summer 2016	MPO; CATC Board; Citizen Transportation Advisory Committee; Senior Services Study Steering Committee	MPO Staff; Local Engineering Firms
Meet with City Council to discuss changes needed in transit services.	Surveys of agencies serving seniors indicated a need for additional hours to transport seniors to appointments, etc.	Fall 2017	MPO; CATC Board; Citizen Transportation Advisory Committee; Senior Services Study Steering Committee	WYDOT Grant Funds; Fares; CATC Operating Budget; Local Government Funding
Educate community on costs of providing service; seek additional funding from communities served by CATC and The Bus.	Additional hours to transport people for various purposes.	Winter 2017-2018	MPO; CATC Board; Citizen Transportation Advisory Committee; Senior Services Study Steering Committee	WYDOT Grant Funds; Fares; CATC Operating Budget; Local Government Funding

Project: Taxi Voucher Program				
Action	Outcomes	Timing	Players	Resources
Host a meeting of stakeholder organizations to discuss the possibility of working with local taxi companies to establish a formal taxi voucher program.	Opportunity to share the cost of providing safe transportation for seniors in non-emergency healthcare situations and during hours that CATC and The Bus are not available.	Fall 2016	MPO; WMC; Casper Fire/EMS; Casper Police Department; Central Wyoming Senior Citizens Inc.; Local Physician Offices; CNCHD; UW Family Practice; CWCC; WBI	Meeting space (Casper Rec. Center or City Hall); personal invitations by phone to make sure the appropriate person attends; representative from the Tipsy Taxi Program to discuss its operation.
Establish a sponsoring organization to oversee the program and manage the funding.	Participating organizations would contribute funding to purchase taxi vouchers and have them available when needed for patients. Police officers and fire personnel would also have vouchers available to distribute to seniors.	Fall-Winter 2016	MPO; WMC; Casper Fire/EMS; Casper Police Department; Central Wyoming Senior Citizens Inc.; Local Physician Offices; CNCHD; UW Family Practice; CWCC; WBI	Financial contributions from participants. Staff time from sponsoring organization to manage the program.

THEME: TRANSPORTATION

Project: Accessible Vehicle Grant				
Action	Outcomes	Timing	Players	Resources
Research grant program to fund accessible vehicles for the taxi voucher program.	Identify funding sources for purchase of accessible vans that could be leased under contract with local taxi companies and dedicated to providing transportation for seniors and disabled.	Fall 2016	MPO; Central Wyoming Senior Services Inc.; WMC; City Manager's Office; Casper Fire/EMS; Casper Police Department; Local Taxi Companies	WYDOT 5310 Grant Program; WMC Foundation; City of Casper
Develop contract for taxi companies to lease accessible vehicles to serve seniors and disabled on a priority basis.	Assist existing taxi companies in providing additional transportation options for seniors and disabled citizens for non-emergency transportation. Requirements for drivers background checks and insurance.	Winter 2017	MPO; Central Wyoming Senior Services Inc.; WMC; City Manager's Office; Casper Fire/EMS; Casper Police Department; Local Taxi Companies	City Attorney; MPO Staff; City Manager's Staff; Examples from Other Cities

Project: Volunteer Driver/Vehicle Program				
Action	Outcomes	Timing	Players	Resources
Host a meeting of interested groups to discuss opportunities to provide transportation for seniors.	Formation of a Community Service Organization to oversee volunteer drivers who can transport seniors and disabled during hours when CATC and The Bus are not available utilizing vehicles currently in service in the community.	Fall 2016	MPO; City Manager's Office; MPO Citizen Transportation Advisory Committee; Casper Senior Services Study Steering Committee; Boys and Girls Club; YMCA; Churches; Assisted Living Centers; CATC	MPO/WLC inventory of existing vehicles including retired CATC buses; Meeting space (Casper Rec. Center or City Hall); personal invitations by phone; AARP Livable Communities Program database of examples that fit this model.
THEME: FINANCIAL				
Project: Information Programs and/or Counseling for Medicare/Medicaid Services				
Action	Outcomes	Timing	Players	Resources
Expand current educational programs at the library and senior center with a grant from a public or private source.	Assist seniors in understanding their benefits under Medicare and Medicaid.	Fall 2016	Natrona County Public Library; Central Wyoming Senior Services Inc.; Community Recreation Foundation; Senior Patient Advocates; Wyoming Community Foundation; United Way of Natrona County	Funding for additional educational counseling as a scholarship for individuals or a workshop. Application to be filed by Community Recreation Foundation or Central Wyoming Senior Services, Inc.
Project: Local Bank Support				
Action	Outcomes	Timing	Players	Resources
Develop informational program for older patrons on topics of interest.	Seniors can be alerted to the issues of fraud; housing financing options; estate planning; management of assets; and long-term care options.	Fall 2016	Central Wyoming Senior Citizens Inc.; Local Bank Representatives; Casper Police Department; Natrona County Public Library	Marketing and customer service programs at local banks to include information in communication materials; host workshops.
Project: Media Campaign on the "Longevity Economy"				
Action	Outcomes	Timing	Players	Resources
Host a meeting with various media representatives to discuss opportunities to feature stories or programs that highlight the contributions senior citizens bring to the local economy.	Recognize the important contributions that seniors make to the local economy in a variety of ways.	Fall 2016	City Council; City Manager's Office; United Way of Natrona County; Casper Area Chamber of Commerce; CAEDA	Meeting space; invitations; printed materials.

Project: "These Things Help" Business Campaign				
Action	Outcomes	Timing	Players	Resources
Develop a checklist for local businesses that could be used to identify environmental conditions which contribute to making them age-friendly.	Businesses that are currently perceived by seniors to be "unfriendly" in terms of physical environment or employee attitude can do self-evaluation to determine how they might make changes to attract seniors.	Winter 2017	Central Wyoming Senior Citizens Inc.; Casper Area Chamber of Commerce; CACVB	Survey to identify conditions which are considered supportive by seniors in businesses. What are the most important qualities of businesses which are frequented by seniors?
Distribute checklist to local businesses.	Businesses will improve their presentation to attract more customers.	Winter 2017	Central Wyoming Senior Citizens Inc.; Casper Area Chamber of Commerce; CACVB	Mailing list of businesses; printed materials.
THEME: FINANCIAL				
Project: Successful Aging Expo				
Action	Outcomes	Timing	Players	Resources
Facilitate a task force in cooperation with the Wyoming Department of Health's Aging Division to host a "Successful Aging Expo" in Casper.	Educate seniors on areas of financial planning; legal issues; housing options; insurance options; health and wellness; personal safety; and fraud avoidance.	Winter 2017	City Manager's Office; United Way of Natrona County; Casper Area Chamber of Commerce; CAEDA; Wyoming Department of Health; UW Geriatric Program; UW Family Practice; CNCHD; Local Bar Association; Casper Fire/EMS; Casper Police Department; Casper Senior Services Study Steering Committee	Meeting space; invitations; printed materials.
Establish a date for the Expo.	Commitment of participating organizations and reservation of space.	Spring 2017	City Manager's Office; Successful Aging Expo Task Force	Staff time to work with task force; funding for use of Casper Events Center or other venue.
Arrange for special transportation service for day of Expo.	Making sure any senior in the community who wants to attend is able to travel to the site.	Spring 2017	City Manager's Office; Successful Aging Expo Task Force; CATC	Funding for use of CATC buses and drivers for the day of the expo.
Identify and arrange for booth space for all of the participating organizations.	Formal arrangements with venue to set up for the event.	Summer 2017	City Manager's Office; Successful Aging Expo Task Force	Staff time to support task force.
Prepare advertising and marketing plan to promote attendance at Expo.	Local media and participating organizations create an awareness among seniors about the Expo.	Summer 2017	City Manager's Office; Successful Aging Expo Task Force; Local Media	Public service announcements; newsletters; notice on water bills; websites; etc.

Host the "Successful Aging Expo."	Seniors in the Casper-area will have access to information at one location to help them plan.	Summer 2017	City Manager's Office; Successful Aging Expo Task Force	Staff time from all members of the task force to support and conduct the event.
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THEME: FINANCIAL

Project: Expanded Senior Fair

Action	Outcomes	Timing	Players	Resources
Meet with Central Wyoming Senior Services staff to suggest topics to expand their annual Senior Fair.	Opportunity to include topics of interest not previously addressed at the Senior Fair.	Summer 2016	Central Wyoming Senior Citizens Inc.; City Manager's Office; Casper Area Chamber of Commerce; UW Family Practice; CNCHD	Staff time.

Project: Senior Information Directory

Action	Outcomes	Timing	Players	Resources
Host a meeting with various organizations who work with seniors to discuss the possibility of developing a directory of services and programs available to meet the needs of seniors.	Digital access to a wide range of topics of interest to seniors including frequently asked questions, referrals for services, and information on upcoming events and activities.	Fall 2016	City Manager's Office; United Way of Natrona County; Central Wyoming Senior Services, Inc.	Meeting space; invitations; printed materials; funding for website design and ongoing maintenance; Community Action Partnership of Natrona County (CAP-NC).

Project: Federal ADRC Model

Action	Outcomes	Timing	Players	Resources
Encourage modification of Wyoming Department of Health's Federal Adult Disabled Resource Center to determine if this tool could serve as a hub for website links that could be updated by each agency	Using a Wikipedia model to reduce the need for staff resources to maintain this information source and connection to agencies that provide services to seniors and the disabled.	Fall 2016	Casper Senior Services Study Steering Committee; City Manager's Office; Central Wyoming Senior Services, Inc.; Wyoming Department of Health's Aging Division	Meeting space and staff time to set up the appropriate contacts at the state level.

THEME: HEALTHCARE

Project: In-Home Mental Health Care				
Action	Outcomes	Timing	Players	Resources
Identify all of the local counseling services that provide in-home mental healthcare, both public and private.	Provide a list of resources for in-home mental healthcare services that could be distributed to primary care providers, public health nurses, home health agencies, and families.	Summer 2016	City Manager's Office; WBI; CWCC; NAMI; Community Health Center; Natrona County Substance Abuse Treatment Providers; Casper Police Department; CNCHD	Staff time to compile the listings and distribute to physician offices and other agencies who work with seniors; Wyoming Department of Health
Host a meeting of agencies who deal directly with seniors to bring awareness to the services that are available to assist seniors who need counseling and want to be served in their homes.	Create an awareness of the importance of mental healthcare and identify options that may be available for seniors, both private-pay and Medicare/Medicaid supported.	Fall 2016	City Manager's Office; Wyoming Dementia Care; NAMI; WBI; CWCC; Community Health Center; CNCHD	Staff time, meeting space, invitations, printed materials.
Examine the opportunity to participate in telemedicine programs which may deliver mental healthcare services to the elderly in their homes.	Use technology to provide access to mental health services to elderly in their homes.	Winter 2017	City Manager's Office; NAMI; WBI; CWCC; Community Health Center; Cheyenne Regional Medical Center; WMC; Local Physicians	Staff time; travel costs to visit Cheyenne; upgrades to technology for counseling programs; individual laptops for programs delivered in homes.
Project: Provider Orders for Life-Sustaining Treatment (POLST)				
Action	Outcomes	Timing	Players	Resources
Meet with representatives of medical provider community.	Discuss implementation of an integrated system to promote the utilization of POLST by primary care providers in their discussions with patients and families on directives with regard to life-sustaining treatment.	Fall 2016	Casper Senior Services Steering Committee; City Manager's Office; UW Family Practice; Medical Providers	Meeting space; personal invitations to assure participation by the appropriate individuals.
Develop a community-based training program for physicians on how to conduct conversations with patients and families on the importance of having a POLST form in place.	Moving the directives for life-sustaining treatment beyond the Do Not Resuscitate (DNR) orders to how a person wishes to die with dignity.	Winter 2017	WMC; Wyoming Medical Society; UW Geriatric Program; Casper College Social Worker Program; WBI; CWCC; Medical Provider Community	Special committee through WMC staffed by the Population Health Division to meet and develop training program.

THEME: HEALTHCARE

Project: Licensed Respite Care				
Action	Outcomes	Timing	Players	Resources
Meet with the Central Wyoming Hospice Program to determine how to support their efforts to provide respite care services.	The Central Wyoming Hospice Program can secure and maintain a licensed respite care service for families in Casper.	Summer 2016	City Manager's Office; United Way of Natrona County; Central Wyoming Hospice; Wyoming Dementia Care	Meeting space; personal invitations to ensure appropriate people attend.
Project: Coordination of Care				
Action	Outcomes	Timing	Players	Resources
Contact large employers in Natrona County to ask for their participation in the Coordination of Care Group at WMC.	Work with providers to identify opportunities to improve the outcomes of patients discharged from the hospital to reduce readmissions which are a significant cost-driver for healthcare.	Summer 2016	WMC Population Health Division; City of Casper Human Resource Department; Natrona County School District Human Resource Department; CNCHD; Casper Area Chamber of Commerce; Wyoming Business Coalition on Health	Dedicated staff time to serve on the task force.
Project: Rural Care Transitions Program				
Action	Outcomes	Timing	Players	Resources
Schedule a meeting in Cheyenne between WMC and Cheyenne Regional Medical Center Population Health Divisions.	Opportunity to discuss and tour the PACE Program and the Rural Care Transitions Program currently in place and generating cost savings for the Medicaid system.	Summer 2016	City Manager's Office; WMC; United Way of Natrona County; CNCHD Nursing Program; UW Family Practice; Community Health Center	Travel arrangements for day-long program.
Prepare a report to be given to the City Council and WMC's Board of Directors to outline the benefits of having these programs available in Casper.	Commitment to proceeding with developing plans and community support for expanding the programs in Casper.	Fall 2016	City Manager's Office; WMC; United Way of Natrona County; CNCHD Nursing Program; UW Family Practice; Community Health Center	Staff time to prepare and review the report prior to submission.
Project: Wyoming 2-1-1				
Action	Outcomes	Timing	Players	Resources
Develop a public information program to promote Wyoming 2-1-1 to seniors.	2-1-1 becomes an easy to remember source of information for seniors about critical health and human service programs that are available in Casper.	Summer 2016	City Manager's Office; United Way of Natrona County; Central Wyoming Senior Services, Inc.; Local Media	Staff time; meeting space; printed materials; website access; information on water bills.

THEME: HEALTHCARE

Project: First Responder Training

Action	Outcomes	Timing	Players	Resources
Develop training program for front-line business customer service representatives, public safety communication personnel, first responders, and Meals on Wheels drivers on how to interact with those suffering from age-related conditions.	Increase awareness and sensitivity among people who must respond to and work with the frail elderly and disabled on a daily basis to improve the services and the ability of the employees to communicate with these residents.	Winter 2017	Casper College Community Education Program; Mercer House; NAMI; Wyoming Dementia Care; City Manager's Office; Casper Fire/EMS; Casper Police Department; Meals on Wheels; WMC; Casper Area Chamber of Commerce	Dedicated staff time to develop the training program; meetings with stakeholder organizations to seek input and review the content; and training fees for employees to participate.

Project: Geriatric Social Worker Training

Action	Outcomes	Timing	Players	Resources
Meet with representatives of UW/Casper College Social Work and Nursing Programs to determine how to include a section on geriatric training for students in the degree programs.	Increase the number of social workers and nurses in the community with special training on geriatric care.	Fall 2016	City Manager's Office; UW/Casper College; UW Family Practice; Community Health Center; WMC; Local Nursing Home Representatives; CNCHD; Wyoming Dementia Care; CATC	Meeting space; personal invitations to assure attendance by the appropriate personnel; copies of Casper Senior Services Study.

Project: Geriatric Assessment Unit

Action	Outcomes	Timing	Players	Resources
Evaluate need for a geriatric assessment unit to be established at one of the hospitals or through some other provider.	Collection of data on the problems associated with determining appropriate level of care required for older patients.	Winter 2017	WMC Population Health Division; other providers	Staff time conducting research.

Project: Chronically Mentally Ill Facility Need

Action	Outcomes	Timing	Players	Resources
Evaluate need and ability to provide dedicated space to serve chronically ill mental health patients.	Collection of data on the problems associated with placement of individuals determined to have chronic mental health treatment needs.	Summer 2017	NAMI; WBI; CWCC	Staff time conducting research; CNCHD

THEME: HEALTHCARE

Project: Medicaid Office				
Action	Outcomes	Timing	Players	Resources
Prepare a formal presentation for the Director of the Wyoming Department of Health requesting consideration of a branch office of the Division of Aging Medicaid Program in Casper.	Provide access to information on the Medicaid Program for residents of Central Wyoming on a regular basis.	Fall 2016	City Manager's Office; City Council; CNCHD; Natrona County United Way; Senior Patient Advocates; CAEDA; DFS; Community Health Center; Central Wyoming Senior Services Inc.; Wyoming State Health Insurance Information Program; CWCC; WBI; CAP-NC	Demographic data on poverty in Casper; Community Needs Survey; individual agency data and staff reports on difficulty with access to the State Office of Medicaid Services; formal offer of free office space and technology support for this program in a local office building for one day a week or on some other regular schedule.
Schedule a meeting in Cheyenne with the Department Director and representatives of the community task force.	Opportunity to present the arguments for the need for a branch office in Central Wyoming to bring the information to the people who need to know.	Winter 2017	DFS; Community Health Center; Central Wyoming Senior Services Inc.; Wyoming State Health Insurance Information Program; Wyoming Senior Citizens, Inc.; CWCC; WBI; CAP-NC	Staff time to prepare presentation and travel expenses for community representatives.
Project: Community and Public Health Program				
Action	Outcomes	Timing	Players	Resources
Provide the Casper Fire/EMS Department with a copy of the City of Colorado Springs Fire Department Community & Public Health Program.	Provide information and data regarding the successful implementation of a Community and Public Health Program in Colorado Springs.	Summer 2016	City Manager's Office; Casper Fire/EMS Department	Copy of the Casper Senior Services Study; City of Colorado Springs.
Schedule a site visit to Colorado Springs and ride along for representatives of the Casper Fire/EMS Department.	Increase awareness of value of program to the community including costs savings for hospital ambulance service and the Fire/EMS services.	Fall 2016	City Manager's Office; Casper Fire/EMS Department; Casper Police Department; WMC; CWCC; CNCHD	City Council and/or City Manager and Fire/EMS; contact information included in Colorado Springs report.
Prepare proposal for 2018 budget to include pilot program.	Opportunity for combined funding of program to proactively reduce the financial impact of "Super Utilizers" on emergency services.	Winter 2017	City Manager's Office; Casper Fire/EMS Department; Casper Police Department; WMC; CWCC; CNCHD	Support from the Wyoming Dept. of Health's Medicaid Division; Fire/EMS Dept.; grants from private foundations; contract for services from WMC; City/Council; CNCHD; CWCC

THEME: HEALTHCARE

Project: Program of All-Inclusive Care for the Elderly (PACE)

Action	Outcomes	Timing	Players	Resources
Establish community task force to work with WMC Population Health Division to develop a proposal for the Program of All-Inclusive Care for the Elderly (PACE) in Casper.	Opportunity to have a Medicaid/Medicare-certified program to serve the elderly population in Casper and keep them in their homes longer and delay the need for admission to more costly nursing home care.	Winter 2017	City Manager's Office; City Council; WMC Population Health Division; CNCHD; United Way; Senior Patient Advocates; CAEDA; DFS; Community Health Center; Central Wyoming Senior Services, Inc.; CWCC; WBI; CAP-NC; Community Leaders (i.e. Tate Foundation)	Staff support, meeting room space, personal invitations to participate.
Prepare an application for the Wyoming Department of Health to prepare a feasibility study on a PACE Program in Casper.	Information regarding feasibility of establishing this program through the community hospital which would include the potential for sustainability of the services through payments from Medicaid, Medicare, and private pay.	2017-2018	City Manager's Office; City Council; WMC Population Health Division; CNCHD; United Way; Senior Patient Advocates; CAEDA; DFS; Community Health Center; Central Wyoming Senior Services, Inc.; CWCC; WBI; CAP-NC; Community Leaders (i.e. Tate Foundation)	Funding from a combination of public and private funds which may include support from the City, County, hospital(s), and local foundations such as the Wyoming Community Foundation Casper Affiliate.

Project: Individual Counseling Services Funding

Action	Outcomes	Timing	Players	Resources
Prepare a plan for addressing the need to fund individual counseling services for seniors as the primary healthcare need in Casper.	Savings to community from issues related to declining physical health from lack of attention to mental health care needs of the elderly. Savings will result from delay in admission to nursing homes and fewer calls for services to Police and Fire/EMS Departments and emergency room visits.	Winter 2017	City Manager's Office; Casper Fire/EMS Department; Casper Police Department; WMC Emergency Room Staff; WBI; CWCC; CNCHD; UW Family Practice; Community Health Center; NAMI; Natrona County Substance Abuse Treatment Providers; Wyoming Dementia Care	Meeting room space; staff time to facilitate discussions and compile information for report and recommendations; potential for funding of programs from a combination of public and private funds.
Submit request to Wyoming Department of Health's Aging Advisory Council to include mental health counseling in their 5 year plan.	Opportunity to involve State in pilot program for Medicaid program savings by keeping seniors out of nursing homes and in their own homes.	Winter 2017	City Council; City Manager's Office; WMC Population Health Division; WBI; CWCC; NAMI; Wyoming Dementia Care	Staff time to prepare request, travel expenses to present to the Aging Advisory Council in Cheyenne.

THEME: HOUSING

Project: Wyoming Community Development Association (WCDA) Tax Credit Program

Action	Outcomes	Timing	Players	Resources
Meet with director of WCDA to encourage funding of a project in Casper that would be dedicated to residents over age 55.	The Wyoming Housing Network (WHN) has indicated an interest in developing a senior housing project in Casper if the tax credits were available for that population.	Fall 2016	City Council; City Manager's Office; Community Development Department; WHN; CWCC	Staff time to prepare request to address the issue of seniors who live in complexes dedicated to their population who have fewer mental health issues and may live on their own longer.

Project: Assisted Living Facility Regulation Modifications

Action	Outcomes	Timing	Players	Resources
Facilitate a meeting between representatives of the assisted living industry in Casper and the Wyoming Department of Health to discuss potential changes in the regulations for assisted living facilities (ALFs).	Provide support for licensing requirements that would permit minor healthcare needs such as assistance in evacuation to be included in the licensing for ALFs and allow residents to remain in these facilities longer to delay moves to nursing homes.	Winter 2017	City Council; City Manager's Office; Assisted Living Operators; Wyoming Department of Health; Nursing Home Operators; Joint Labor-Health Committee	Compile a report that demonstrates the savings to individuals and the state from keeping seniors out of nursing homes when they do not yet require skilled nursing but have some minor needs for healthcare support.

Project: Universal Design Standards

Action	Outcomes	Timing	Players	Resources
Submit a request to the City Council to amend home construction standards to include a recommendation that new single-family homes meet the Universal Design Standards when possible so that one bedroom, one bathroom, and the cooking area be accessible for wheel chair or other physical restrictions related to aging.	Provide developers with the option to provide this type of housing which supports aging-in-place for the market directed at seniors who may be moving from older construction into newer, more age-friendly units.	Winter 2017	City Council; City Manager's Office; Community Development Department; Casper Senior Services Study Steering Committee; Local Developers	Staff time to prepare report and recommendation.

THEME: HOUSING

Project: Senior Housing Development Support

Action	Outcomes	Timing	Players	Resources
Prepare report on the establishment of home owner associations (HOAs) for senior housing developments.	Provide support for developers or neighborhoods who might want to have an HOA to address sidewalk snow removal, walking trails maintenance, landscape maintenance, security systems, dog parks, etc.	Winter 2017	City Council; City Manager's Office; Community Development Department; City Attorney	Staff time.

Project: Workshop for Housing Code Options

Action	Outcomes	Timing	Players	Resources
Host a workshop for seniors and developers to examine options for housing units that may require amendments to codes or changes in financial packages to move forward (equity exchanges, cluster home development, accessory apartments).	Opportunity to learn about areas where new housing units could be developed using unique financial tools and modern design applications.	Winter 2017	City Manager's Office; Community Development Department; Local Banks; Local Developers; Central Wyoming Senior Services, Inc.; Local Media	Staff time needed to organize workshop and identify presenters.

Project: Single-Family Home Maintenance Services

Action	Outcomes	Timing	Players	Resources
Host a meeting of interested agencies to determine whether there is interest in developing a formal program to address home maintenance needs for seniors.	Opportunity to put in place a formal program to replace the World Changers Program that would serve income-qualified individuals with volunteer labor and donated materials.	Winter 2017	City Manager's Office; Community Development Department; Local Faith-based Organizations; Community Service Organizations; United Way of Natrona County	Staff time to organize and host the meeting, meeting space, personal invitations to assure participation, ability to oversee public and private funding which might support this program.

Project: Needs Assessment for Senior Housing

Action	Outcomes	Timing	Players	Resources
Conduct market study to determine the demand and need for new housing options for seniors.	Identify types of homes that seniors are looking for, what they are willing and able to pay to relocate, and what types of neighborhoods are attractive for seniors wanting to downsize	Summer 2017	City Council; City Manager's Office; Community Development Department; Local Developers; Local Mortgage Companies	Funding from public and private sources such as the Rocky Mountain Power Economic Development Fund and local developers.

THEME: LIFELONG LEARNING, SOCIAL AND CIVIC ENGAGEMENT, AND RECREATION

Project: Inventory of Resources

Action	Outcomes	Timing	Players	Resources
Develop comprehensive inventory of resources to include active and passive recreation and fitness options, facility descriptions, transportation access, organized trips, tours and cruises, and venues to pursue lifelong learning.	Easy access to information on activities and programs offered for seniors to support a healthy lifestyle and promote engagement in the community.	Summer 2016	Casper Community Recreation Division; Natrona County Public Library; Casper College OLLI Program; Casper YMCA; Central Wyoming Senior Services, Inc.; Private Health Clubs	Staff time to develop inventory and set up a community website and keep it updated; YMCA Study.

Project: Community Reads Program

Action	Outcomes	Timing	Players	Resources
Work with Natrona County Public Library to sponsor a program that includes a month-long community-wide discussion on a topical book.	Provide individuals and families with a starting point for discussing issues of aging and to examine community resources that meet the changing needs of the elderly.	Fall 2016	Casper Community Recreation Division; Natrona County Public Library; Casper College OLLI Program; Casper YMCA; Central Wyoming Senior Services. Inc.	Meeting spaces at various locations throughout the community; private grant funding to support purchase of books and involvement of the author (streaming presentation that allows questions and answer session); staff time to organize and promote participation.

Project: Family History

Action	Outcomes	Timing	Players	Resources
Host a program on preparing individual and family histories.	Preserve family histories and support the connection of seniors to the history of Casper.	Winter 2017	Fort Caspar Museum; Natrona County Public Library; Historic Preservation Commission	Staff time to organize and conduct the workshop; grant funding to provide supplies and support speakers including UW museum staff; volunteers to assist individuals in recording their personal history.

THEME: LIFELONG LEARNING, SOCIAL AND CIVIC ENGAGEMENT, AND RECREATION

Project: Service Corps of Retired Executives (SCORE)

Action	Outcomes	Timing	Players	Resources
Work with community service organizations to identify a group of individuals who are interested in working to establish a local Service Corps of Retired Executives (SCORE) group.	Opportunity to engage retirees and others interested in utilizing their career skills to mentor small businesses and conduct workshops on business ownership and management skills.	Fall 2016	City Manager's Office; Local Office of the Small Business Administration (SBA); Casper Area Chamber of Commerce; CAEDA; UW Business Incubator	Free office space with SBA; staff time to organize and recruit members; materials for workshops through the SBA.

Project: Technology Training

Action	Outcomes	Timing	Players	Resources
Develop a recruitment program to attract instructors in the use of technology.	Increase the number of classes offered to seniors in the use of technology through both paid and volunteer training programs.	Fall 2016	Casper College Community Education Department; the Osher Lifelong Learning Institute (OLLI) at Casper College; Natrona County Public Library; Central Wyoming Senior Services, Inc.; Local Media	Staff time to work with local media and marketing personnel to prepare materials to use in recruiting instructors. Make presentations at community service organizations; advertise in employer's newsletters and use public service announcements.

Project: Museum Passport Program

Action	Outcomes	Timing	Players	Resources
Expand the existing Museum Passport Program to include a passport specifically designed for seniors.	Introduce more seniors to the programs and exhibits at the local museums to include the opportunity to recruit interested individuals to service as volunteers or docents.	Spring 2017	Casper Museum Association; OLLI; Assisted Living Centers; Central Wyoming Senior Services, Inc.; CATC	Staff time to develop tours and coordinate transportation services; schedule could be tied to times when the visitor count at the museums are traditionally low; grants or fees to support costs.

THEME: LIFELONG LEARNING, SOCIAL AND CIVIC ENGAGEMENT, AND RECREATION

Project: Funding Senior Centers				
Action	Outcomes	Timing	Players	Resources
Host a meeting with representatives of Central Wyoming Senior Services, Inc., City Council Representatives, City Manager's Office, and local state legislators to discuss options for funding senior centers in Wyoming.	A proposal to be introduced during the next legislative session to enhance the formula for funding senior center operation beyond the meal-based model currently in place.	Summer 2016	City Council; City Manager's Office; Central Wyoming Senior Services, Inc.; Local State Senators and Representatives; Wyoming Department of Health	Meeting space, staff time to set meeting and prepare materials, personal invitations to assure attendance of all stakeholders.
Project: YMCA and Aquatics Center Support				
Action	Outcomes	Timing	Players	Resources
Meet with YMCA personnel and fund-raising committee to determine how best to support the efforts to improve the YMCA facilities.	The YMCA is an option for seniors who want to exercise and socialize. Improvements of the facilities will serve a significant portion of the senior population that resides in the center of the community.	Summer 2016	City Council, City Manager's Office; YMCA Staff and Board Members; Casper Recreation Division	Meeting space, staff time to organize and facilitate the meeting, data on where seniors live in Casper, and costs and plans for Phase II construction.
Project: Trail Development				
Action	Outcomes	Timing	Players	Resources
Support implementation of the Walkability Study and the Platte River Trails Plan in the city of Casper.	Provide important outlets for healthy activities for seniors and others by improving connections between residential and commercial areas and between the existing trails system in the community.	2018-2020 Fiscal Year Budgets	City Council; City Manager's Office; Platte River Parkway Board; Community Development Department; Public Works Department	Identify funding alternatives for trails construction and sidewalk improvements from public and private sources.

THEME: WORKFORCE, EMPLOYMENT, AND VOLUNTEER OPPORTUNITIES

Project: Review Demographics				
Action	Outcomes	Timing	Players	Resources
Revisit demographics on the number of boomers turning 65 and evaluate the impact on the workforce in the public and private sectors of the economy.	Maintain a constant awareness of the growing senior population and the need to provide services and programs to support their ability to age-in-place.	January 2017	City Manager's Office; Community Development Department; CAEDA	Staff time, access to state and national databases.
Project: Volunteerism				
Action	Outcomes	Timing	Players	Resources
Increase awareness of the volunteer opportunities in Casper through a concentrated effort involving the non-profit sector and public-service organizations.	Provide important support for non-profit organizations in the community and continued engagement of retirees in helping to maintain services.	Winter 2017	City Manager's Office; Natrona County United Way; WMC; Serve Wyoming; Central Wyoming Senior Services, Inc.	Staff time to organize meeting and develop plan to advertise the volunteer opportunities in Casper.
Project: Skills Database Bank				
Action	Outcomes	Timing	Players	Resources
Encourage the Department of Workforce Services (DWS) to develop a job-skills database and clearinghouse that connects older workers with employers who need their particular skills and will provide flexible working conditions and other options.	One stop location through the DWS to match potential workers with employers based on their lifetime career skills and willingness to work flexible hours and/or temporary projects.	Winter 2017	DWS; City Manager's Office; City Council; CAEDA; Casper Area Chamber of Commerce	Staff time to prepare presentation for director of WFS to consider including this project in a future work plan and budget.
Project: Volunteer Database				
Action	Outcomes	Timing	Players	Resources
Meet with staff from Serve Wyoming to determine the needed investment to expand the volunteer database.	Better information for matching potential volunteers with organizations needing their assistance.	Fall 2016	Serve Wyoming; City Manager's Office; Natrona County United Way	Meeting space, staff time to organize and facilitate meeting.

APPENDIX B - PUBLIC INPUT PROCESS

2016 CASPER SENIOR CITIZEN STUDY AGENCY LIST

1. Central Wyoming Senior Services Inc.	307-265-4678	Caysie LaRue
Community Based In-Home Services	307-265-4678	Caysie LaRue
State Office	307-777-8735	Lindsay Hruby
2. City/County Health Dept.	307-235-9340	Dr. Kelly Weidenbach
3. Community Rec Center	307-235-8403	Carolyn Griffith
4. Community Development Block Grant Program (CDBG)	307-235-8241	Joy Clark
5. Sr. Patient Advocates	307-472-1770	Terri Bay
6. NAMI Casper	307-265-2573	Tammy Noel
7. Long-Term Care Ombudsman	307-235-5959	Rita Ortí
8. Services Employment Program WSCI	307-235-5959	Peggy Reed
9. Sr. Companion Program	307-235-5959	
10. Wyoming Senior Citizens Inc	307-235-5959	Nita Stephenson
11. YMCA	307-234-9187	Brent Kleinjan
12. Salvation Army	307-234-2002	Mark & Kathy Merritt
13. Habitat for Humanity	307-234-1348	Heidi Maldoon
14. Central Wy Rescue Mission	307-265-2251	Brad Hopkins
15. Wy Independent Living Rehab Inc	307-266-6956	Amy Burns
16. Interfaith	307-235-8043	Carrie Silveria
17. Meals on Wheels	307-265-8659	Jamie Lovell
18. Foster Grandparents Program	307-864-5544	Bette Jo Santee

19. CATC	307-265-1313	Marge Cole
20. DFS- Adult Protection Services	307-473-3900	Paul Fritzler; Andrea Starks
21. Interim Health Care	307-266-1152	Karl Radke
22. Elkhorn Valley Rehab Hospital	307-265-0005	Mike Phillips
23. Community Health Center Senior Care	307-265-3622 307-265-3027	Daniel Meyers
24. Central Wy Counseling Center	307-237-9583	David Monhollen, CEO
25 Wy Behavioral Institute	307-237-7444	Joseph Gallagher, CEO
26. Health Care for the Homeless/CAP	307-232-0124	Brenda Eickhoff- Johnson
27. Wy Recovery Program	307-265-3791	Dr. Frank Del Real
28. Casper VA Clinic	307-235-4143	Dr. James Washburn
29. Wy Demenia Care	307-234-0123	Carol Crump
30. Blue Envelope Health Fund	307-237-8649	Mark Brower
31. Diabetic Adult Support Group	307-235-8534	WMC 307-577-2592
32. Casper Housing Authority	307-266-1388	Kim Summerall- Wright
33. Wyoming Housing Network	307-472-5843	Jim Grenfell, Ex.Dir.
34. Garden Square Assistant Living	307-215-5024	Jill Tucker, Adm
35. Life Care Center	307-266-0000	Matt Guerttman
36. Maurice Griffith Manor	307-234-0572	
37. Meadow Winds Assisted Living	307-577-3045	Chris Mahoney

38. Poplar Living Assisted Living	307-237-2561	
39. Mountain Plaza Assisted Living	307-232-0100	Kenyne Schlager
40. St Anthony Manor	307-237-0843	
41. Shepherd of the Valley	307-234-9381	
42. Skyline Towers	307-234-2654	
43. Park Place Assisted Living	307-265-2273	Robert Lempka
44. Casper College OLLI Program Adult GED Program	307-268-2097	Vicki Pollock
45. Fire/EMS	307-235-8222	Chief Ken King
46. Division of Vocational Rehab	307-261-2171	
47. Central Wyoming Hospice	307-577-4832	Marilyn Conner
48. Interim Health Center	307-266-1152	
49. Services for Visually Impaired	307-234-9741	
50. WMC Foundation WMC 307-577-7201 Mended Hearts	307-577-7842 307-237-2349	
51. Low Income Energy Share	307-472-4221	
52. CenSible Nutrition	307-235-9400	

Additional Calls/Resources:

1. Cheyenne Medical Center – Tele-Psychiatry Program
Tracy Brosius – Population Health 307-773-8139, 214 E. 23rd St., 82001;
Tracy.Brosus@crmcwy.org
2. Corrine Arross – Emergency Department Director - Wyoming Medical Center
307-577-2569 carross@wyomingmedicalcenter.org
3. Audrey Boesflug – Care Manager Wyoming Medical Center 307-577-2400
aboesflug@wyomingmedicalcenter.org
4. Bryan Collins/Lisa Thomas Casper Family Counseling – geriatric mental health counseling services – 307-472-9890 907 N. Poplar St [bccollinsmsw@gmail.com](mailto:bcollinsmsw@gmail.com)
5. LIV In-Home Counseling and Care Management 307-630-4729 www.livcare.org
6. Colorado Springs Fire Department grant program for senior home visits
7. American Psychiatric Assn. Website – National Institute of Mental Health study on Aging and Mental Health
8. WCDA Tax Credit Program
9. “More Than A Meal” – Impact of Food Insecurities on Seniors - National Meals on Wheels Association
10. Wyoming Medical Center – Community Needs Assessment
11. Osher Lifelong Learning Institute (OLLI) National Resource Center Website
12. “Mortal Living” Book on the Social Impact of Aging
13. Community Action Partnership Community Needs Assessment
14. National Alliance for Care Giving Studies
15. Charlie Powell, Mayor, City of Casper
16. Dr. Cindie Works, UW Family Practice
17. Andrew Nelson – MPO Transit Programs; anelson@cityofcasperwy.com
18. Kate Much – Natrona County Public Library

Telephone Survey Needs Assessment: Area Aging Agencies
September, 2015

CASPER AREA AGING AGENCY SERVICE PROVIDER SURVEY

General information to be provided when telephoned:

As you may be aware, in 2008, the City of Casper conducted a "Casper Boomer Study" to evaluate how senior friendly the Casper community was and what services or programs were needed to support that growing segment of our population. I am working with Community Builders, Inc. (CBI), a community and economic development consulting firm based in Douglas, to help the City update the plan. I would like to ask you a few questions about programs and services your agency provides to "older adults - those age 50+."

1. Name of Agency/Organization:

2. Contact Information

Name _____

Title _____

Mailing Address _____

Phone Number _____

Email _____

3. What programs and services does your agency offer for older adults (those over 50 years of age)? (Common responses you think they will say):

<input type="checkbox"/> Education/literacy	<input type="checkbox"/> Medical services
<input type="checkbox"/> Emergency services	<input type="checkbox"/> Mental health services
<input type="checkbox"/> Employment or training services	<input type="checkbox"/> Nutrition services
<input type="checkbox"/> Eye care services	<input type="checkbox"/> Prescription drugs
<input type="checkbox"/> Family services	<input type="checkbox"/> Referrals to other agencies
<input type="checkbox"/> Food and commodities	<input type="checkbox"/> Senior services
<input type="checkbox"/> Housing assistance	<input type="checkbox"/> Services for the disabled
<input type="checkbox"/> Legal services	<input type="checkbox"/> Recreation services
	<input type="checkbox"/> Transportation
	<input type="checkbox"/>

4. How many older adults (unique individuals) participated in your programs/services last year? Do you maintain specific metrics and performance measurement statistics with regard to how many people you serve? If yes, can we obtain a copy of the reports for the last 3 years?

5. Has your organization experienced an increase in the number of participants in your program/services during the last 3 years? If yes, has your organization made changes in its services or programs because of increases in program participants?

6. What specific criteria must be met for people to obtain services from your Agency?

Age Gender Income Health Condition Referral Disability
 None Need or Desire for Services Other Criteria _____

7. What new services did your clients need in the past twelve months that were not available in the Casper area? (see list below for possible responses)

Help paying rent or mortgage	Substance abuse services
Affordable housing for seniors	Prescription drug assistance
Homeless shelters/services	Victim services
Public or adequate transportation	In-home services
Nutrition services	Support for senior citizens
Medical care for adults	Support for caregivers
Respite care	Job training assistance
Vision services	Education/literacy
Dental services	Financial counseling
Health insurance coverage	Legal services
Mental health services	Victim services
Hospice	

8. Are you aware of any studies on the needs of the aging population that could help us in our efforts to identify specific programs or services that are lacking in the Casper area?

Thank you!



Casper Boomer Study Group **Meeting Schedule**

The Casper Boomer Study Group was scheduled to meet on the 4th Wednesday of every month with topical listening sessions set for the 2nd Wednesday of every month. Most meetings were held at the Casper Senior Center at 1831 East 4th Street (4th and Beverly). The public was encouraged and invited to attend any of these public meetings. Recommendations from the study were presented at public meetings for additional input prior to submission to the City Council.

- Scoping Meeting - Monday, August 17, 2015 - 10:00 a.m. - Casper City Hall
- Study Committee Meeting - Wednesday, September 23, 2015 - 3:00 p.m.
- Listening Session - Transportation - October 14th - 3-5pm
- Study Committee Meeting - October 28, 2015 - 3:00 p.m.
- Listening Session - Financial Issues - THURSDAY, November 12, 2015 1-4pm
- Study Committee Meeting – THURSDAY, November 19, 2015 – 2:30 – 4:30
- Listening Session - Health Care Issues - Wednesday, December 9, 2015 - 9am-4pm
- Listening Session - Wednesday, Wednesday, January 13, 2016 - Housing Issues - 9am-4pm – Casper Recreation Center
- Study Committee Meeting - Wednesday, January 27, 2016 – 2:30 p.m.
- Listening Session - Wednesday, February 10, 2016 - Lifelong Learning, Civic and Social Engagement, Recreation - 9am-4pm – Casper Recreation Center
- Study Committee Meeting - Wednesday, February 24, 2015 – 2:30-4:30
- Listening Session - Tuesday, March 29, 2016 - Seniors in the Workforce and Volunteer Opportunities - Casper Recreation Center
- Study Committee Meeting - Wednesday, April 13, 2016 - 11:00 - 2:00
- Study Committee Meeting - Wednesday, April 27, 2016 - 1:30 - 3:30
- Delivery of Report to Casper City Council - Tuesday, May 24, 2016 - 4:30 p.m. - Casper City Hall

NEWS RELEASE



For Immediate Release

Contact:

Bobbe Fitzhugh, CBI Consultant
307-359-3311

bobbe@consultcbi.com

Fleur Tremel, Deputy Assistant City Manager,
307-235-8296
ftremel@cityofcasperwy.com

City Manager's Office

Casper Seeks Public Input on Boomer Study Update

City release Survey for residents aged 50 or older.

Casper, Wyoming – The City of Casper is updating a 2008 study that evaluated how "boomer friendly" the Casper community is and what services or programs are needed to support that population. Casper area residents aged 50 and older are asked to complete a survey to help identify what has changed from 2008 and how the City can best help to meet the needs of this growing population segment. The survey can be picked up at the Casper Senior Center, Casper City Hall or the Casper Recreation Center or can be accessed online at the following link: <https://www.surveymonkey.com/r/CprSrSurvey>.

The original Casper Boomer Study was completed in 2008 and an Oversight Committee met quarterly through 2012 to monitor the implementation of the recommendations throughout the community:

- Health Care – significant progress in the variety of educational programs directed at senior citizens and access to health care providers through construction and expansion of Community Health Center of Central Wyoming.
- Workforce development and volunteer programs have increased in Casper.
- Recreational and educational programs have been developed through Casper College and Natrona County Public Library.
- Local banks have expanded their programs to address the needs of senior citizens.
- Housing needs, which continue to be an area of concern, but several new housing projects have been constructed.

It is important that the City anticipate future trends and adapt to these changing demographics. The senior population has continued to grow and the demand for services has increased.

Community Builders, Inc. (CBI), a community and economic development consulting firm based in Douglas, has been retained to help the City update the 2008 plan. CBI is working with a study committee composed of representatives from a number of areas including transportation, leisure and recreation, education and lifelong learning, civic engagement and volunteerism, financial and economic security and health. Areas without designated advisory members but identified as key resources include Workforce/Employment Experience, Housing and Community Design, and Public Safety. The resulting plan update will identify the current state of the "Boomer Generation" and include specific recommendations for improvement of senior services in the Casper area. Casper City Councilmembers Bob Hopkins and Kenyne Schlager are representing the Casper City Council on the Study Committee.

The survey link can also be found on the City of Casper and Casper Senior Services websites. Public forums and focus groups will follow the survey process. The study committee is scheduled to meet on the 4th Wednesday of every month from 3-5 pm at the Casper Senior Center. The meetings are open to the public. Recommendations from the study will be presented at public meetings for additional input prior to submission to the City Council.

The plan is slated for completion in late spring 2016.

Distribute to: All Media.

City of Casper 50+ Survey

The City of Casper is evaluating how "boomer friendly" the Casper community is and what services or programs are needed to support that segment of the population. This 19 question survey is one method being utilized to help us get the input needed from those in the community aged 50 and older. Your identity and answers will be confidential, and we are not asking for your name. You can skip any questions you want, but if you can complete all questions, we can do a better job serving the community's needs. PLEASE DO NOT COMPLETE THIS SURVEY IF YOU ARE YOUNGER THAN AGE 50 OR IF YOU DO NOT MAINTAIN A RESIDENCE IN NATRONA COUNTY, UNLESS YOU ARE HELPING SOMEONE ELSE WHO IS. You can complete the survey online if you prefer: <https://www.surveymonkey.com/r/CprSrSurvey>

1. What is your Natrona County home address ZIP Code? _____

 2. How long have you lived in Natrona County? _____

 3. Do you have another home in a different state? No Yes. If yes, please indicate which state: _____

 4. Are you: Male Female

 5. What is your age? (Please do not complete this survey if you are under 50) _____

 6. What is your current retirement status?
 - Employed; plan to retire within next 5 years
 - Employed; plan to retire within next 6-10 years
 - Employed; no immediate retirement plans
 - Retired within last 5 years
 - Retired within last 6-10 years
 - Retired more than 10 years ago
 - Disabled; not able to work
 - Other _____

 7. Do you have a local support system (family or friends who help you as you become less able to care for yourself)? Yes No Comments: _____

 8. Are you a caregiver, and if so, for whom do you provide care?
 - No, I am not providing care to anyone at this time
 - Yes, an older parent/relative
 - Yes, my spouse
 - Yes, children under age 18
 - Yes, grandchildren under age 18
 - Yes, children or grandchildren of any age with disabilities
 - Other (please specify): _____
-

9. If you plan to stay in the Casper area as you age, how important are each of these factors in that decision? Please put a check in the box that best matches your response for each statement.

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
This is my home				
Family				
Overall quality of life				
Weather/climate				
Healthcare options				
Outdoor recreational opportunities				
Physical fitness facilities				
Culture and the arts				
Shopping				
Safety and security				
Civic engagement and volunteerism				

Other _____

10. How important would each of these factors be in your decision to leave the Casper Area as you age? Please put a check in the box that best matches your response for each statement.

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
I own a home in another state				
To be closer to family				
To be closer to friends				
Weather/climate				
Prefer a different part of country				
Lack of primary healthcare				
Lack of specialty healthcare (orthopedic, cardiac, etc.)				
To find work or meaningful volunteer efforts				

Other: _____

11. What kind of home do you live in (in the Casper area)?

- Multi-level single family house
- Single-level single family house
- Apartment/Condominium
- Town home
- Mobile home
- Independent living facility
- Assisted living facility
- Nursing Home
- Other _____

12. How concerned are you that any of these factors will contribute to your current housing not meeting your needs as you age? Please put a check in the box that best matches your response for each statement.

	Very Concerned	Somewhat Concerned	Not Concerned	I don't know
Maintenance and/or mortgage expense				
House needs significant repairs				
Ability to afford housing				
Want to downsize home				
Want to downsize or eliminate yard				
Desire for larger home				
Desire for single-level home				
Desire for housing complex with maintenance included				
Desire for assisted living facility				
Desire to walk to shopping and activity centers				

Other _____

13. How often do you currently participate in any of these interests and activities? Please put a check in the box that best matches your response for each statement.

	Often	Sometimes	Rarely	Never
Club or social organizations				
Events or meals at a Senior Center				
In-home meal service				
Church activities and services				
Workshops or classes to earn a degree or certification				
Workshops or classes for fun				
Volunteer opportunities				

14. Think of your life 10 years from now. How often do you think you will engage in the following interests and activities? Please put a check in the box that best matches your response for each statement.

	Often	Sometimes	Rarely	Never	Don't know
Club or social organizations					
Events or meals at a Senior Center					
In-home meal service					
Church activities and services					
Workshops or classes to earn a formal degree or certification					
Workshops or classes for fun					
Volunteer opportunities					

15. How often do you currently participate in these activities? Please put a check in the box that best matches your response for each statement.

	Often	Sometimes	Rarely	Never
Travel out of town				
Go to the library				
Go to museums				
Go out to movies				
Go out to watch sporting events				
Go out to musical performances or plays				
Go out to restaurants				
Go hunting, fishing, or hiking				
Use the Casper trails system				
Ride the CATC or the bus				
Go shopping				
Exercise				

16. Think of your life in 10 years. How often do you hope to engage in the following activities? Please put a check in the box that best matches your response for each statement.

	Often	Sometimes	Rarely	Never	Don't know
Travel out of town					
Go to the library					
Go to museums					
Go out to movies					
Go out to watch sporting events					
Go out to musical performances or plays					
Go out to restaurants					
Go hunting, fishing, or hiking					
Use the Casper trails system					
Ride the CATC or the bus					
Go shopping					
Exercise					

17. Do you have a primary care provider in the Casper area?

- Yes
- No, cannot find one who is accepting new patients
- No, do not need one
- No, my primary care physician is located in another city
- Other (please specify) _____

18. How concerned are you that you won't have enough money to last your lifetime?

- Very Concerned
- Somewhat Concerned
- Not Very Concerned
- Not At All Concerned
- Don't Know

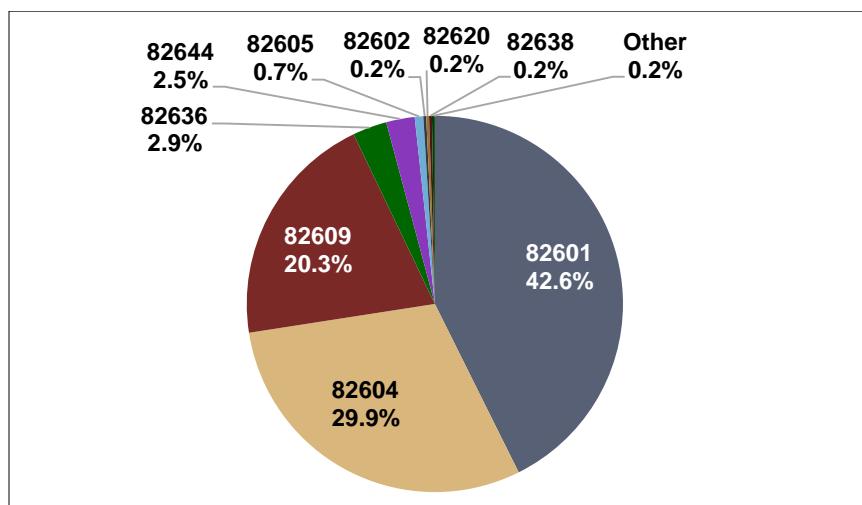
19. What ONE THING do you think will have the biggest impact on how you would like to live over the next 10 to 20 years? _____

City of Casper 50+ Survey - FINAL RESULTS

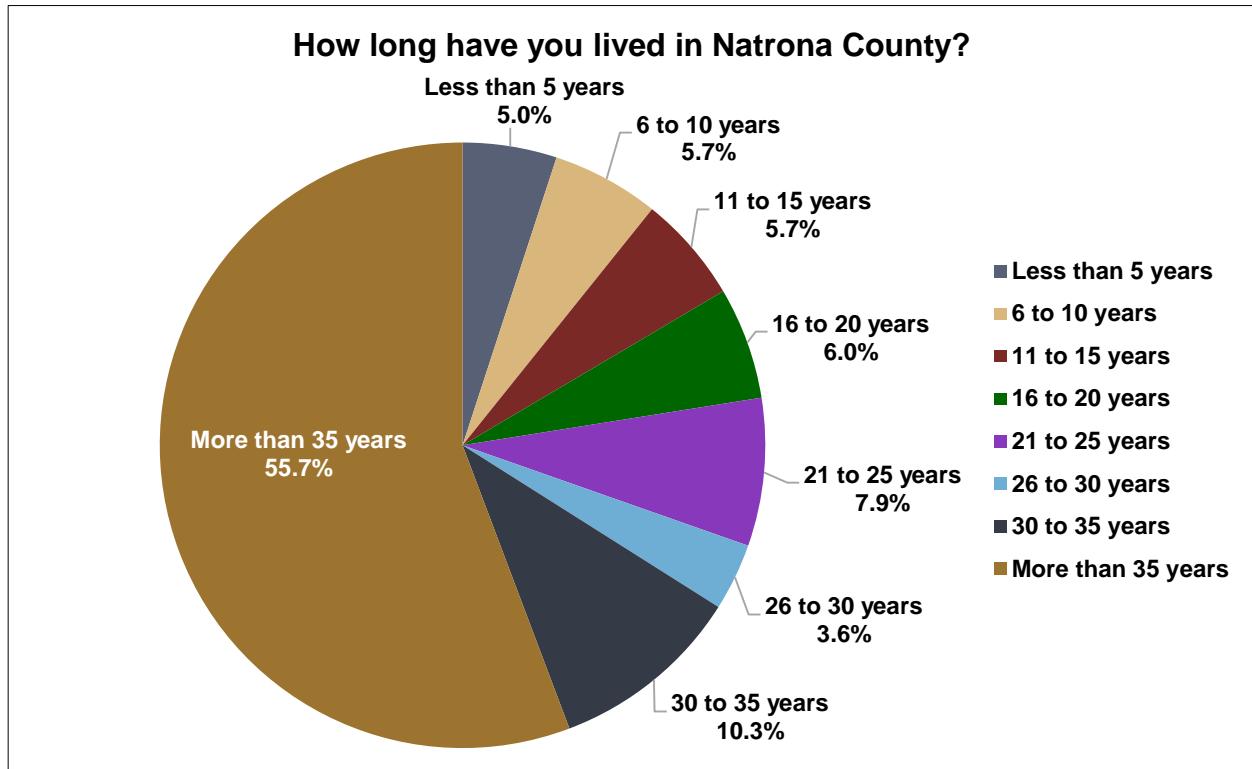
Survey Introduction

The City of Casper is evaluating how "boomer friendly" the Casper community is and what services or programs are needed to support that segment of the population. This 19 question survey is one method being utilized to help us get the input needed from those in the community aged 50 and older. Your identity and answers will be confidential, and we are not asking for your name. You can skip any questions you want, but if you can complete all questions, we can do a better job serving the community's needs. PLEASE DO NOT COMPLETE THIS SURVEY IF YOU ARE YOUNGER THAN AGE 50 OR IF YOU DO NOT MAINTAIN A RESIDENCE IN NATRONA COUNTY, UNLESS YOU ARE HELPING SOMEONE ELSE WHO IS. You can complete the survey online if you prefer: <https://www.surveymonkey.com/r/CprSrSurvey>

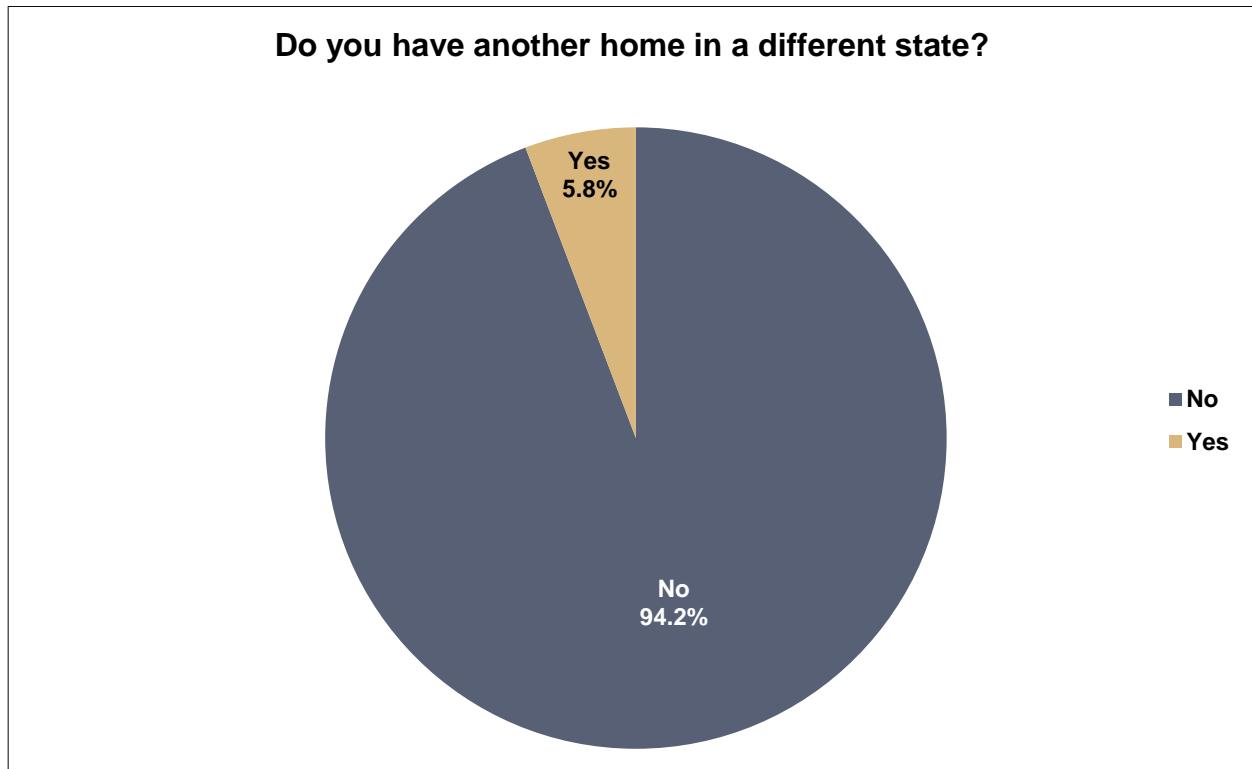
Question #1: What is your Natrona County home address ZIP Code?		
Answer Options	Response Percent	Response Count
82601	42.6%	174
82604	29.9%	122
82609	20.3%	83
82636	2.9%	12
82644	2.5%	10
82605	0.7%	3
82602	0.2%	1
82620	0.2%	1
82638	0.2%	1
Other	0.2%	1
answered question	96.5%	408
skipped question	3.5%	15



Question #2: How long have you lived in Natrona County?		
Answer Options	Response Percent	Response Count
Less than 5 years	5.0%	21
6 to 10 years	5.7%	24
11 to 15 years	5.7%	24
16 to 20 years	6.0%	25
21 to 25 years	7.9%	33
26 to 30 years	3.6%	15
30 to 35 years	10.3%	43
More than 35 years	55.7%	233
<i>answered question</i>	98.8%	418
<i>skipped question</i>	1.2%	5



Question #3: Do you have another home in a different state?		
Answer Options	Response Percent	Response Count
No	94.2%	391
Yes	5.8%	24
If yes, please indicate which state	4.6%	19
<i>answered question</i>	98.1%	415
<i>skipped question</i>	1.9%	8



If yes, please indicate which state:

Arizona - 5

California, Oregon, Utah

Colorado

Florida - 2

Illinois

Louisiana

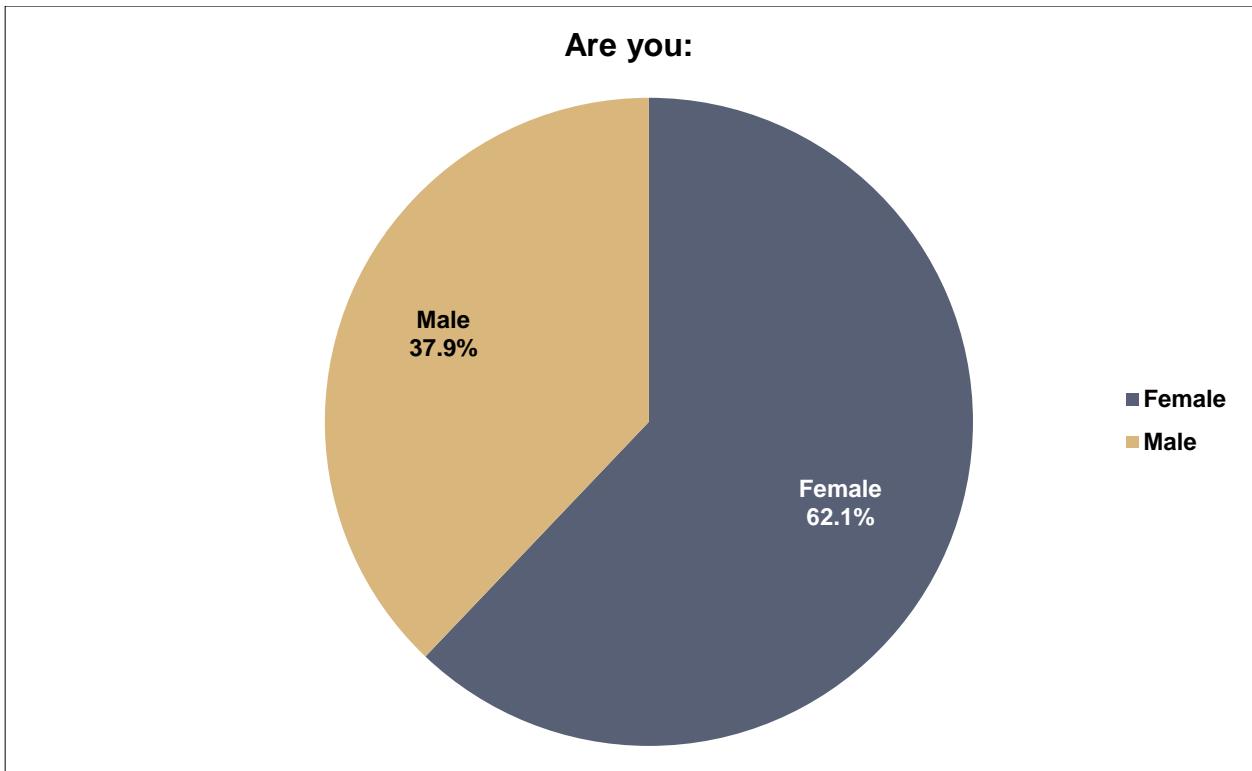
Nebraska -2

Nevada

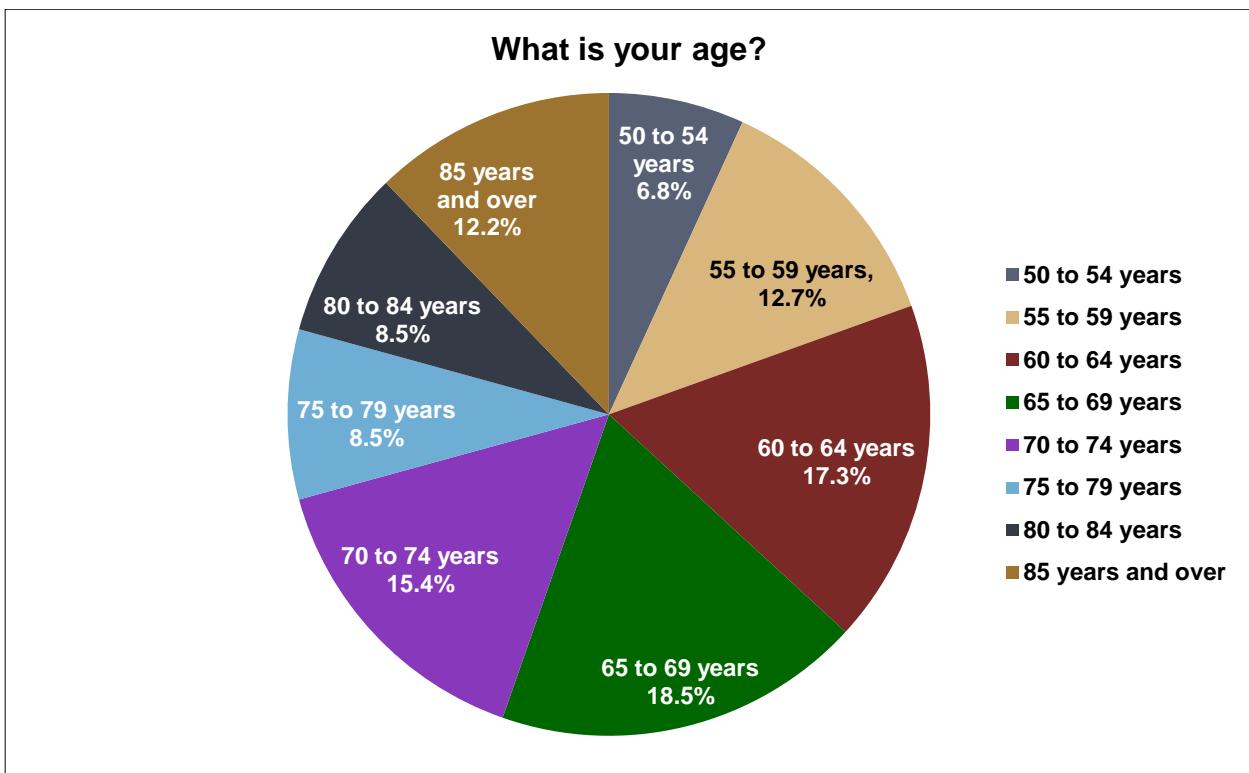
Oregon - 4

state of denial

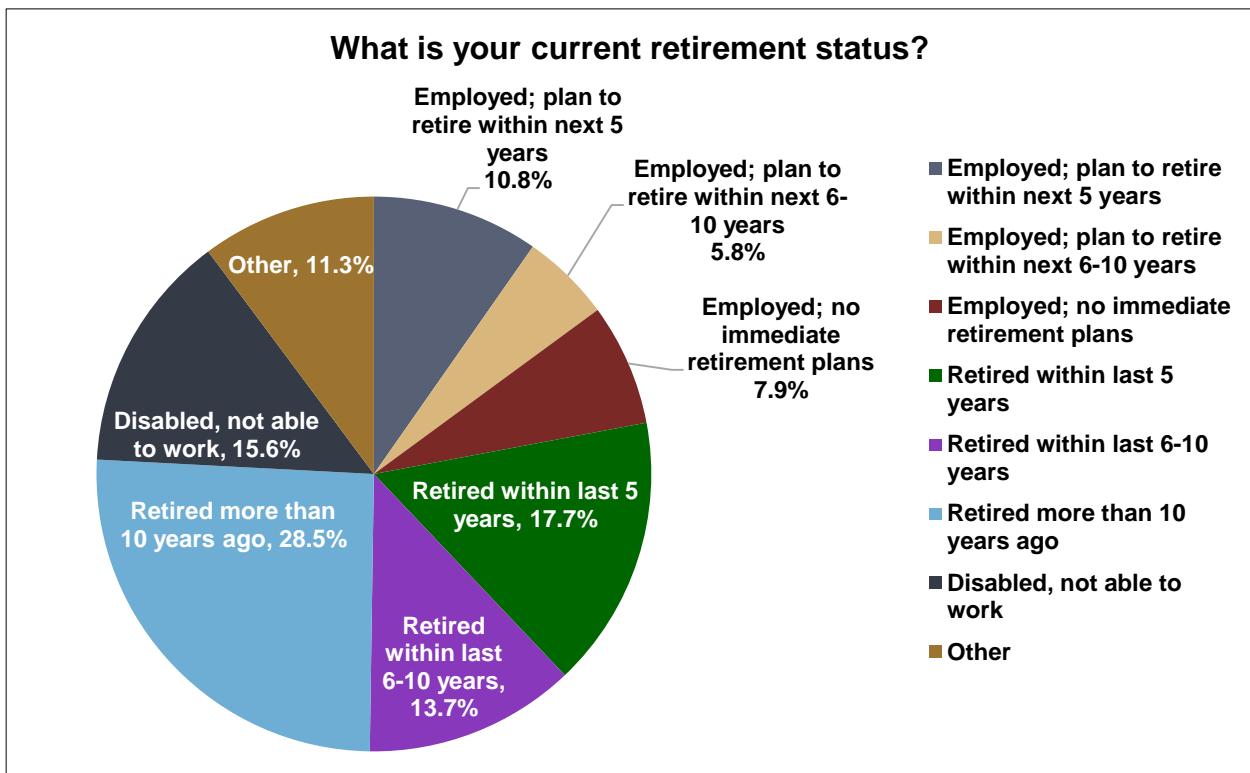
Question #4: Are you:		
Answer Options	Response Percent	Response Count
Female	62.1%	259
Male	37.9%	158
<i>answered question</i>	98.6%	417
<i>skipped question</i>	1.4%	6



Question #5: What is your age?		
Answer Options	Response Percent	Response Count
50 to 54 years	6.8%	28
55 to 59 years	12.7%	52
60 to 64 years	17.3%	71
65 to 69 years	18.5%	76
70 to 74 years	15.4%	63
75 to 79 years	8.5%	35
80 to 84 years	8.5%	35
85 years and over	12.2%	50
answered question	96.9%	410
skipped question	3.1%	13



Question #6: What is your current retirement status?		
Answer Options	Response Percent	Response Count
Employed; plan to retire within next 5 years	10.8%	41
Employed; plan to retire within next 6-10 years	5.8%	22
Employed; no immediate retirement plans	7.9%	30
Retired within last 5 years	17.7%	67
Retired within last 6-10 years	13.7%	52
Retired more than 10 years ago	28.5%	108
Disabled, not able to work	15.6%	59
Other	11.3%	43
<i>answered question</i>	89.6%	379
<i>skipped question</i>	10.4%	44

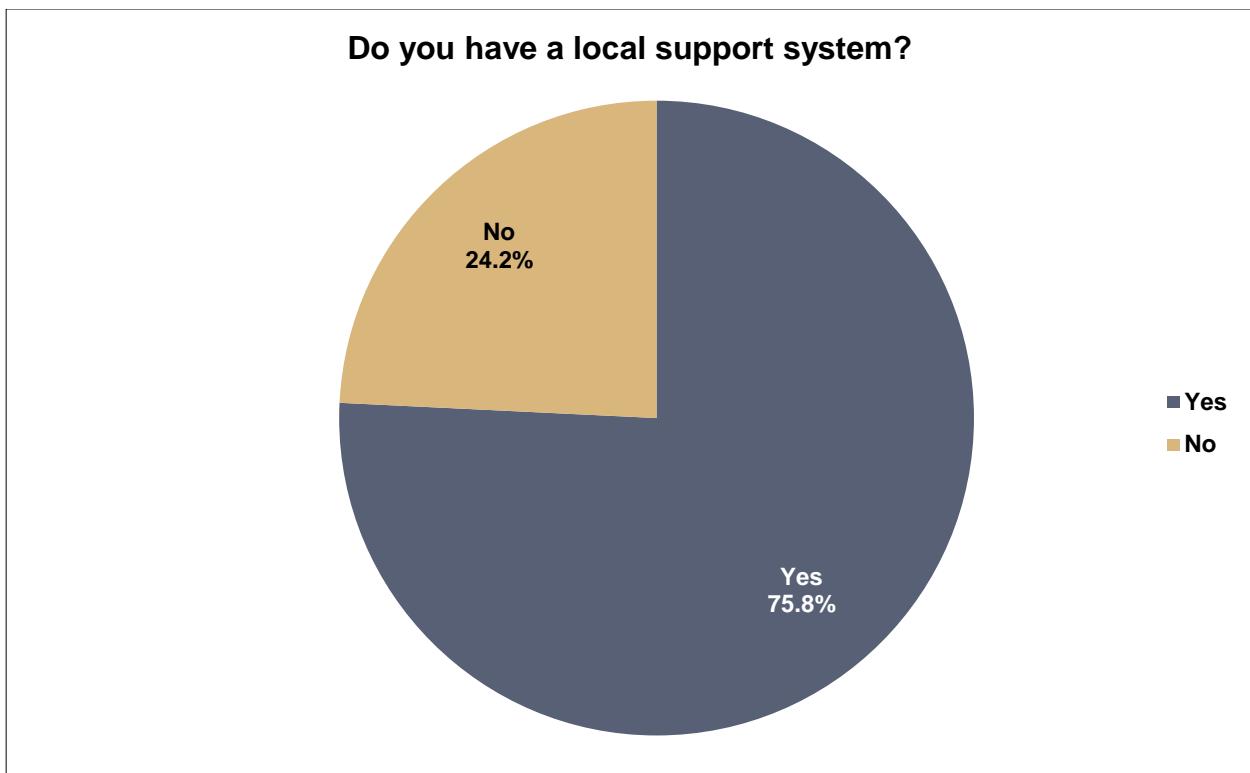


Other:

Semi Retired
 Retired and employed
 Self employed - will retire when my husband does
 Also disabled
 self employed
 Disabled - 9
 Work part-time 16 hours to supplement
 Failing health
 Housewife

Can't work, taking care of spouse
 Disabled
 I am 91, you tell me.
 Self-employed working part time
 Homemaker
 retired divorced housewife
 Not formally retired
 forced retirement due to diabetic ulcer on foot
 Working part-time
 Part-time
 Unemployed recently
 semi-retired; working part-time
 Retiring within months
 Unemployed looking for part-time work.
 Part-time
 just laid off, seeking work. Need to work 4 more years to retire.
 business owner, semi-retired
 Have not worked for about 20 yrs but received retirement payments for about
 3yrd
 Retired but working part-time
 Work part-time
 unemployed
 Retired
 Currently employed
 Left my job to care for my husband
 retired but independent contractor part-time
 Retired and employed

Question #7: Do you have a local support system?		
Answer Options	Response Percent	Response Count
Yes	75.8%	297
No	24.2%	95
Comments	10.2%	40
<i>answered question</i>	92.7%	392
<i>skipped question</i>	7.3%	31

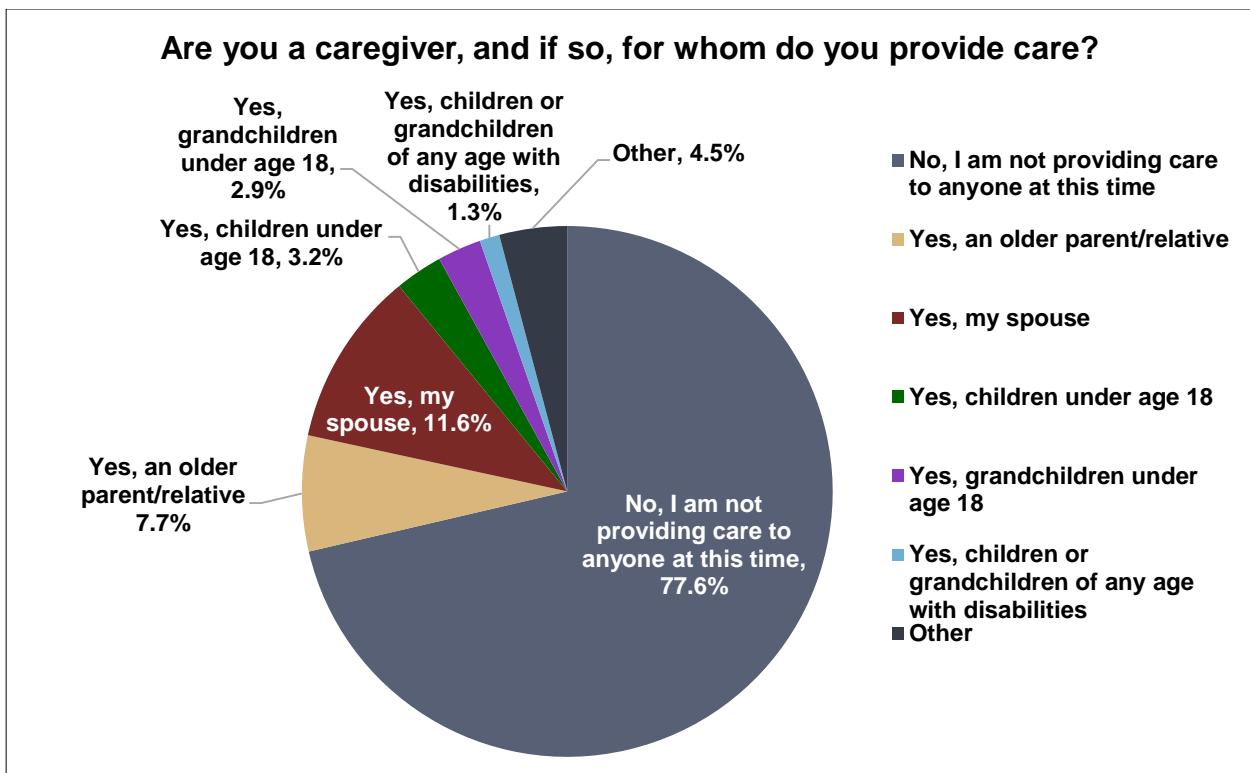


Comments:

church
 No needed
 My son lives near me.
 Daughter
 As much as they are able.
 I have a little brain damage and confusion. I wonder how I will live.
 Good neighbors and friends
 Fiance
 Home health - Interim health care
 Life alert
 Shopping and cleaning the house
 Next door neighbors look in on me.
 Daughter temporarily living with us
 Daughter helps with paperwork
 Wife
 I do use CATC and meals on wheels frequently. Daughter calls daily from out-of-state
 Family, but they need breaks at times
 Part-time
 Not yet
 Now, not sure about the future
 Not at all needed; I do have friends, but only my husband as family
 I'm uncertain if they would be a support system
 Not an issue at this time
 I hope I die before that
 Live with daughter

But daughter is now having physical challenges
 I have every intention of caring for myself. If that's impossible, there are easy solutions.
 adult child, dog & cat
 Kids live and work out of state - if not into energy development nothing for them here.
 Sons
 spouse, sibling, friends
 Family and friends
 Daughter
 Husband
 Daughter
 2 sons in Casper & 1 in Lander, WY
 but they are also my age so if they also need help it will be a problem
 Haven't really thought about this. I do have friends who can help in the future.
 i won't know until i need it whether or not that system actually exists.
 I'm perfectly fine taking care of myself.

Question #8: Are you a caregiver, and if so, for whom do you provide care?		
Answer Options	Response Percent	Response Count
No, I am not providing care to anyone at this time	77.6%	294
Yes, an older parent/relative	7.7%	29
Yes, my spouse	11.6%	44
Yes, children under age 18	3.2%	12
Yes, grandchildren under age 18	2.9%	11
Yes, children or grandchildren of any age with disabilities	1.3%	5
Other	4.5%	17
<i>answered question</i>	89.6%	379
<i>skipped question</i>	10.4%	44



Other (please specify)

Have in the past for mother & late husband

yes - non-family 27 year old female physically and mentally challenged

Yes disabled son

Partner

ex-spouse

I help my 85 year old motion when I can.

Just myself

Our child her husband and their two kids live with us

Some support for a 96 year old neighbor

60 year old friend who cannot work or drive who has had grand mall epilepsy episodes. Also 83 year old friend.

Blind pet

Great grandkids - get to babysit from time to time.

Has dimential and is at Meadow Winds Long term Care.

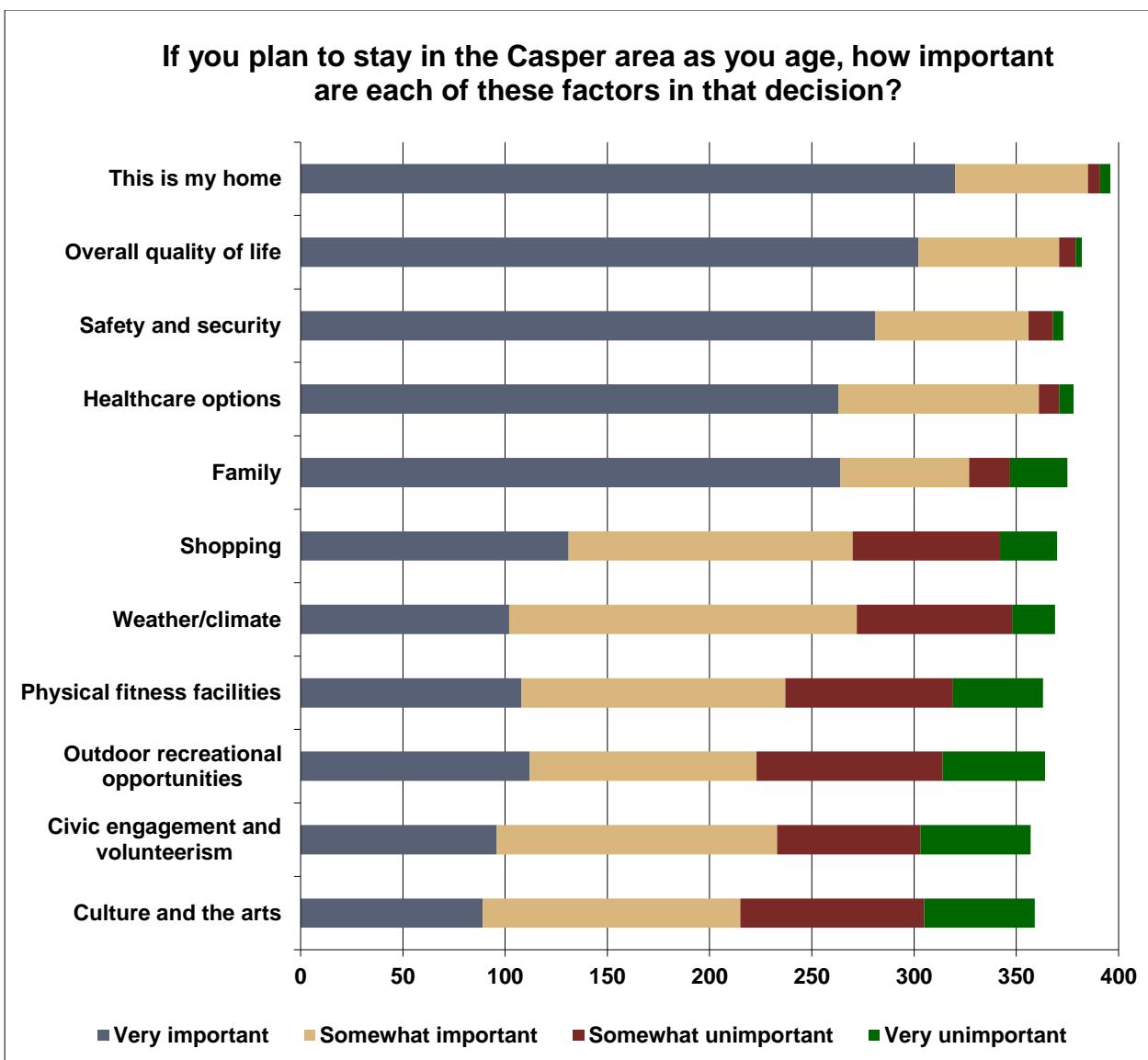
Yes, my significant other

My wife provides child care for our niece 4 day/week

But I provided care to a sibling for the last ten years. She recently died.

I care for all honest people in need

Question #9: If you plan to stay in the Casper area as you age, how important are each of these factors in that decision?					
Answer Options	Very important	Somewhat important	Somewhat unimportant	Very unimportant	Response Count
Culture and the arts	89	126	90	54	359
Civic engagement and volunteerism	96	137	70	54	357
Outdoor recreational opportunities	112	111	91	50	364
Physical fitness facilities	108	129	82	44	363
Weather/climate	102	170	76	21	369
Shopping	131	139	72	28	370
Family	264	63	20	28	375
Healthcare options	263	98	10	7	378
Safety and security	281	75	12	5	373
Overall quality of life	302	69	8	3	382
This is my home	320	65	6	5	396
Other					18
<i>answered question</i>				95.7%	405
<i>skipped question</i>				4.3%	18



Other (please specify)

Play music - pray - do odds and ends.

Invested in home.

I was a senior companion to two neighbors.

All hobbies are important for my sanity - sewing and painting
housing

Would like to somehow contribute to community/society physically

The leash free dog park at Morad Park is very important to me because I can walk my dogs even though I am not particularly agile.

Medical Issues

Family in Iowa - Volunteerism - am handicapped

Church activities are extremely important

Affordability

friendly people very important (i believe crime is increasing)

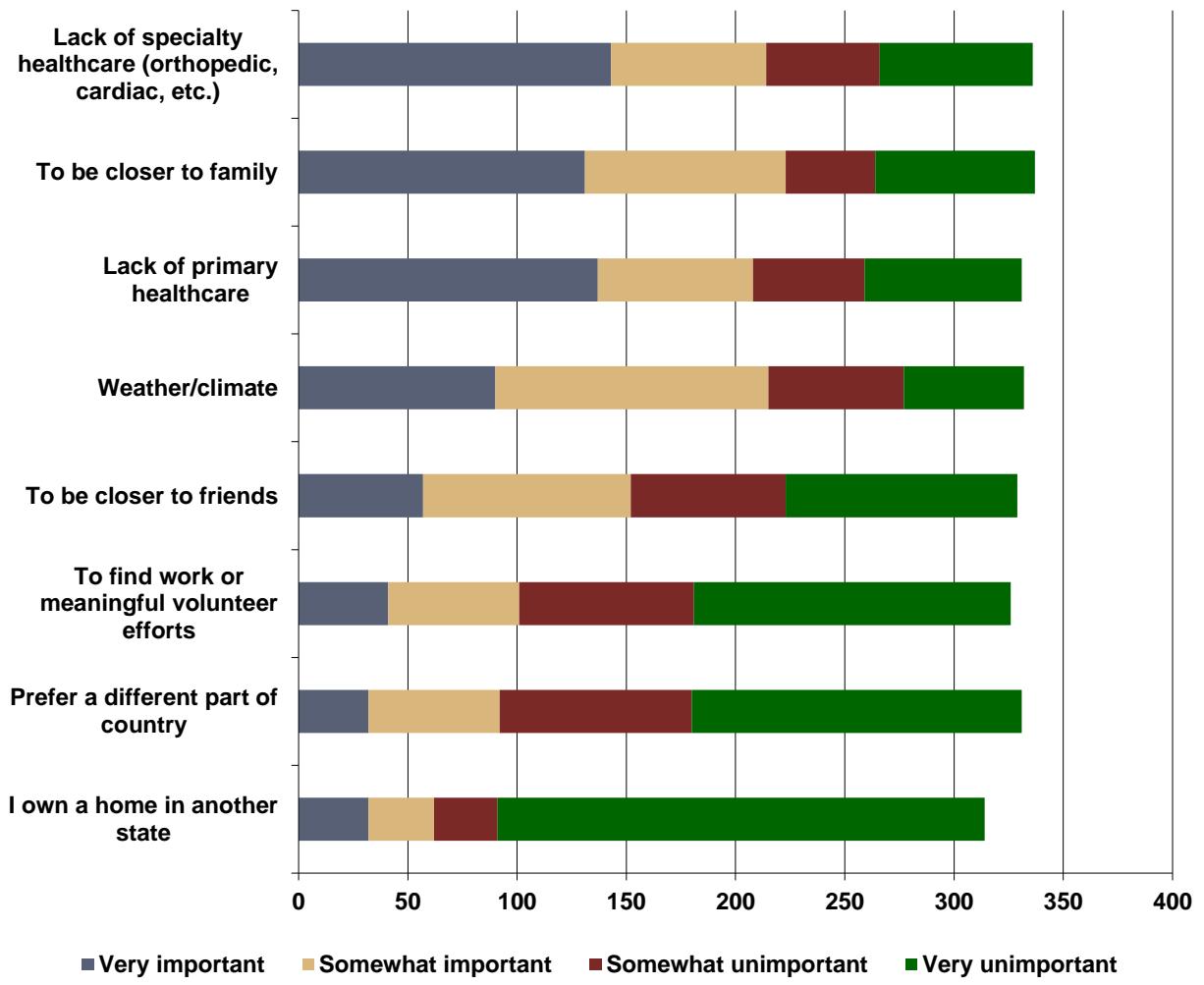
Affordable HOA communities, current communities neighborhood start as 400k +

Airport

Friends
 Low taxes
 Volunteers for 13 years
 Spouse in nursing home!

Question #10: How important would each of these factors be in your decision to leave the Casper area as you age?					
Answer Options	Very important	Somewhat important	Somewhat unimportant	Very unimportant	Response Count
I own a home in another state	32	30	29	223	314
Prefer a different part of country	32	60	88	151	331
To find work or meaningful volunteer efforts	41	60	80	145	326
To be closer to friends	57	95	71	106	329
Weather/climate	90	125	62	55	332
Lack of primary healthcare	137	71	51	72	331
To be closer to family	131	92	41	73	337
Lack of specialty healthcare (orthopedic, cardiac, etc.)	143	71	52	70	336
Other					26
<i>answered question</i>				84.9%	359
<i>skipped question</i>				15.1%	64

How important would each of these factors be in your decision to leave the Casper area as you age?



Other (please specify)

Many not applicable; I will live & die here!

None of these

I am not leaving

I need a good doctor. We don't have good doctors in Casper. My doctor is in Colorado.

Don't plan on moving - 4

Will not leave Casper

Can't work

Not planning on leaving

Smaller community

No responsive

Political climate leaves no room for dialogue, conservative attitude rises

I don't plan on leaving Casper. I like it here.

Lack of support system.

difficult to understand what is meant by some questions

Affordability

Weather - especially wind, would be the main reason for my wife and I to leave Casper.

Like what I do - like living here.

Don't plan to hurry

None of these

Access to active, affordable recreational opportunities

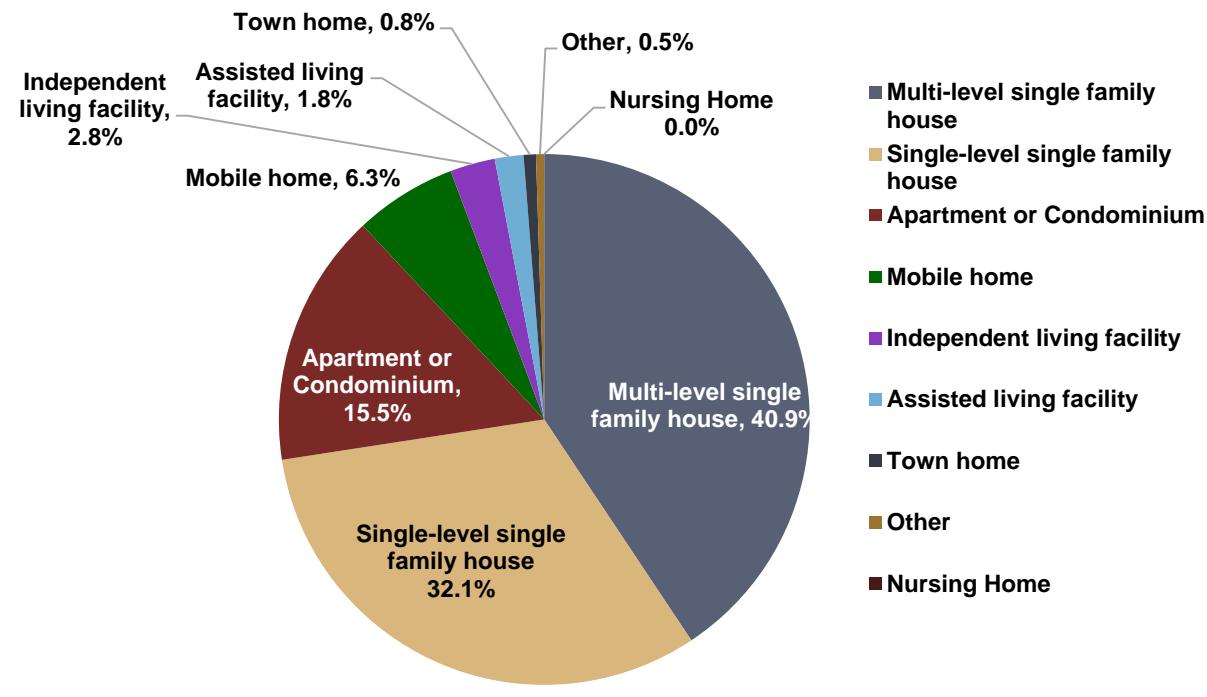
i won't move unless i can't stay in my home.

move overseas

If Casper becomes too citified too cliquish.

Question #11: What kind of home do you live in in the Casper area?		
Answer Options	Response Percent	Response Count
Multi-level single family house	40.9%	163
Single-level single family house	32.1%	128
Apartment or Condominium	15.5%	62
Mobile home	6.3%	25
Independent living facility	2.8%	11
Assisted living facility	1.8%	7
Town home	0.8%	3
Other	0.5%	2
Nursing Home	0.0%	0
answered question	94.3%	399
skipped question	5.7%	24

What kind of home do you live in in the Casper area?

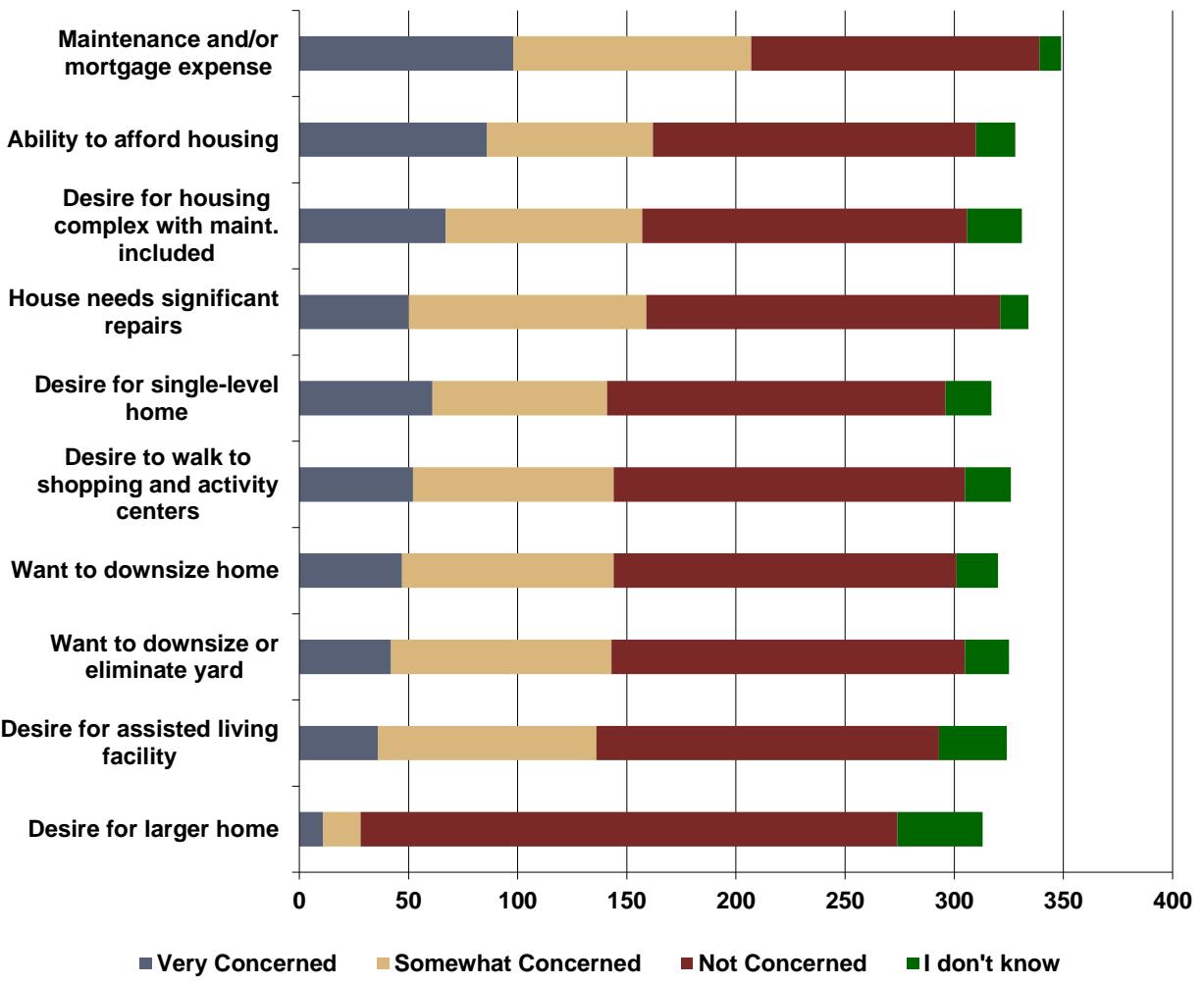


Other (please specify)

4 women 1 1/2 year old - small 1
bedroom.
Senior apartments

Question #12: How concerned are you that any of these factors will contribute to your current housing not meeting your needs as you age?					
Answer Options	Very Concerned	Somewhat Concerned	Not Concerned	I don't know	Response Count
Desire for larger home	11	17	246	39	313
Desire for assisted living facility	36	100	157	31	324
Want to downsize or eliminate yard	42	101	162	20	325
Want to downsize home	47	97	157	19	320
Desire to walk to shopping and activity centers	52	92	161	21	326
Desire for single-level home	61	80	155	21	317
House needs significant repairs	50	109	162	13	334
Desire for housing complex with maint. included	67	90	149	25	331
Ability to afford housing	86	76	148	18	328
Maintenance and/or mortgage expense	98	109	132	10	349
Other					18
<i>answered question</i>				86.3%	365
<i>skipped question</i>				13.7%	58

How concerned are you that any of these factors will contribute to your current housing not meeting your needs as you age?



Other (please specify)

Not enough affordable single dwelling homes with bedroom & bath on main level.

Doing great

Very difficult to get into low income that is convenient to walk to stores.

Live with relatives

Hard to get around with a wheel chair

Cannot afford assisted living

Not walking, but using a mobility device or have transportation available to use with device

My housing needs help now. Also need 2 bedroom for me and my son.

I am happy in my own apt on 3rd floor.

Transportation

Orthopedics knee replacement. Ability to drive.

Not kept clean

I like when I live alone - been in my apartment 26 years

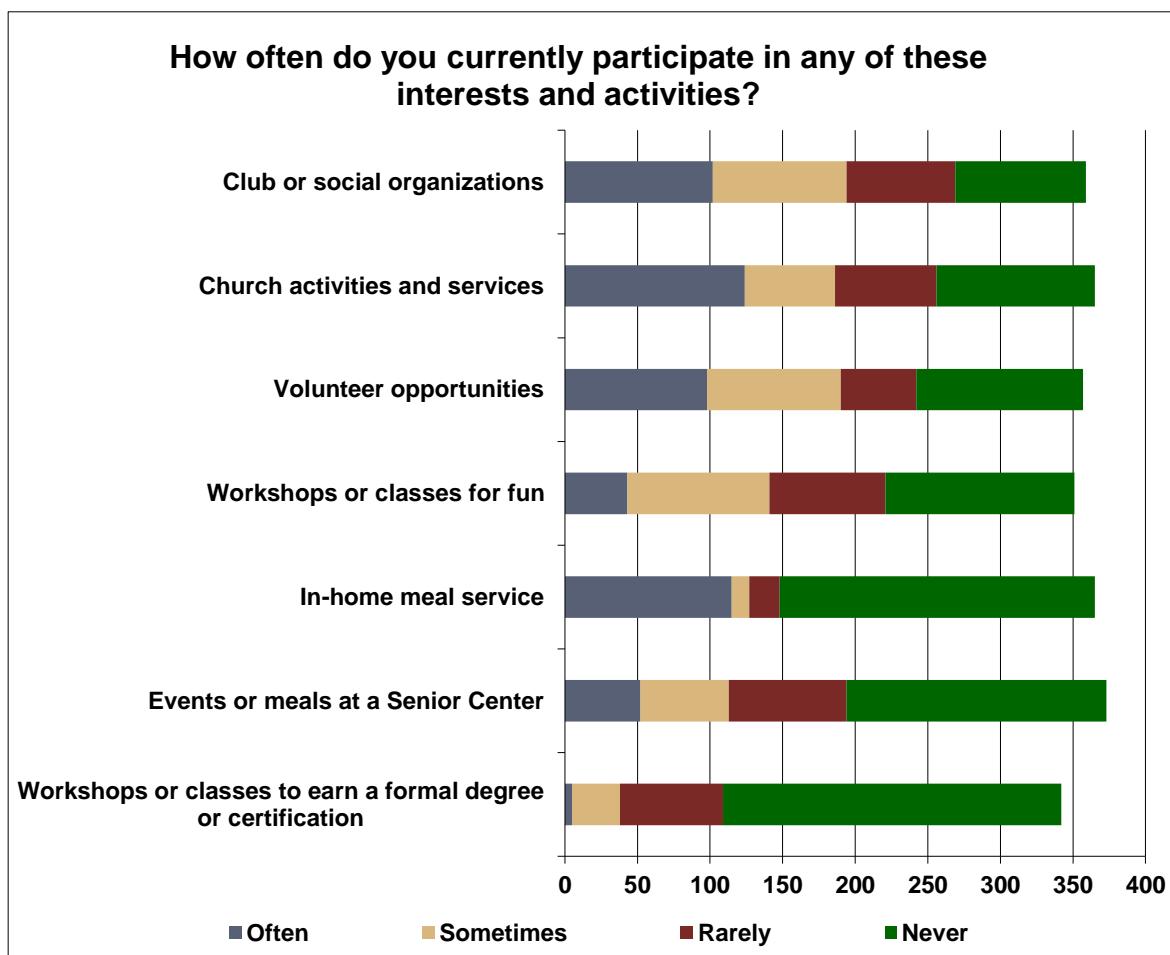
eliminate stairs and detached garage

I could walk down to the bus

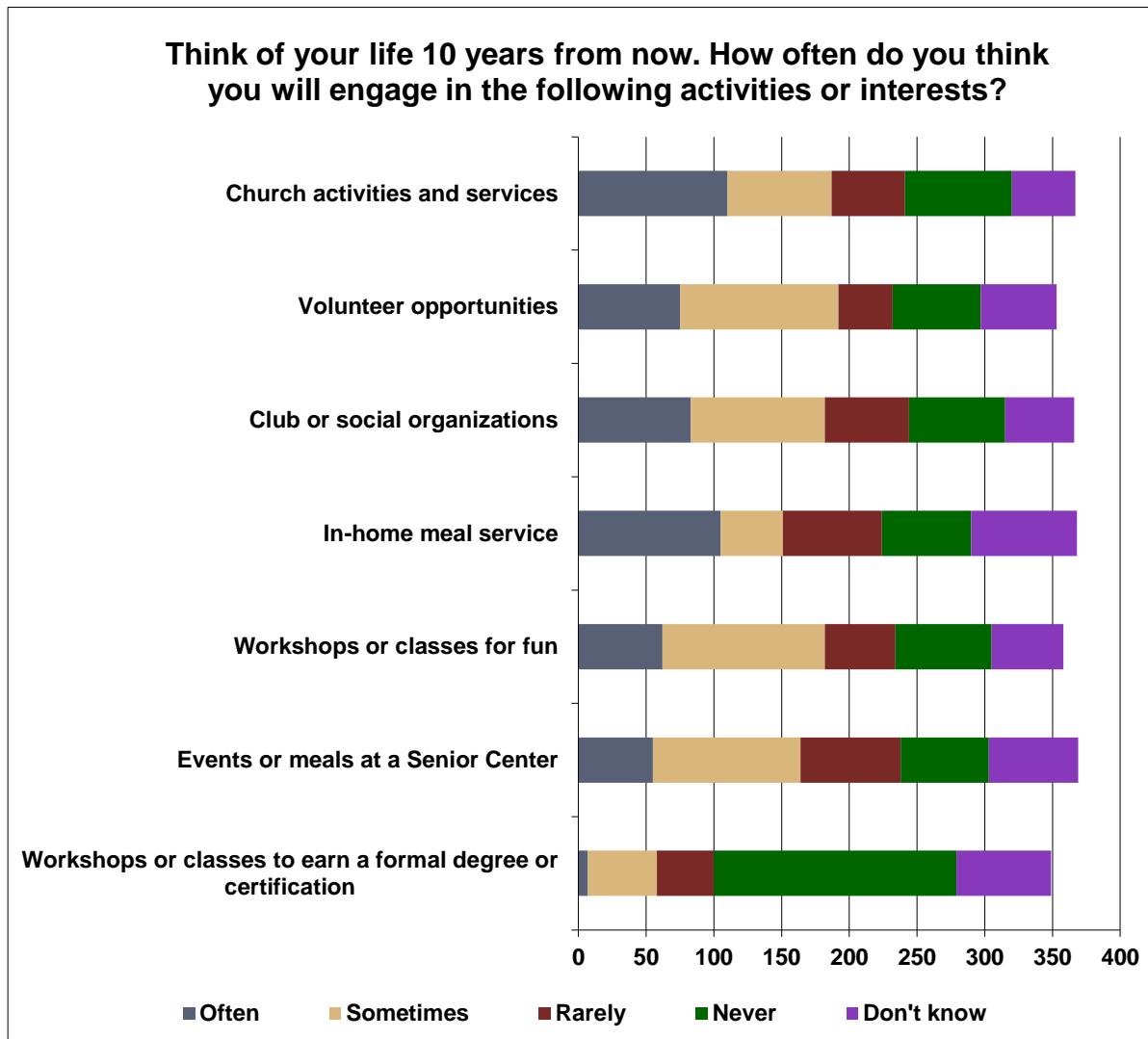
We will sell this house ad move to Oregon when the money runs out.

How much money
city zoning regulations

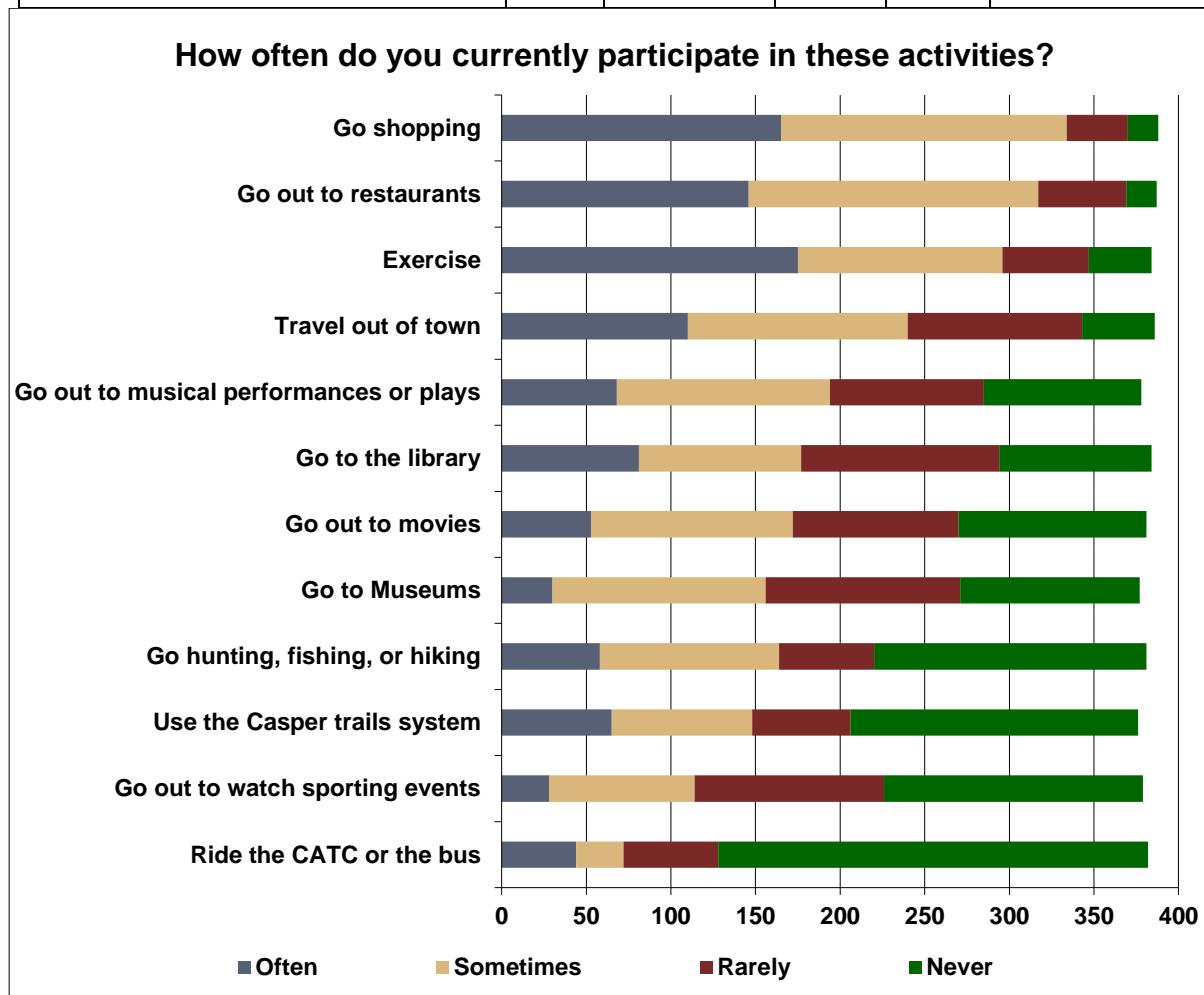
Question #13: How often do you currently participate in any of these interests and activities?					
Answer Options	Often	Sometimes	Rarely	Never	Response Count
Workshops or classes to earn a formal degree or certification	5	33	71	233	342
Events or meals at a Senior Center	52	61	81	179	373
In-home meal service	115	12	21	217	365
Workshops or classes for fun	43	98	80	130	351
Volunteer opportunities	98	92	52	115	357
Church activities and services	124	62	70	109	365
Club or social organizations	102	92	75	90	359
answered question				92.2%	390
skipped question				7.8%	33



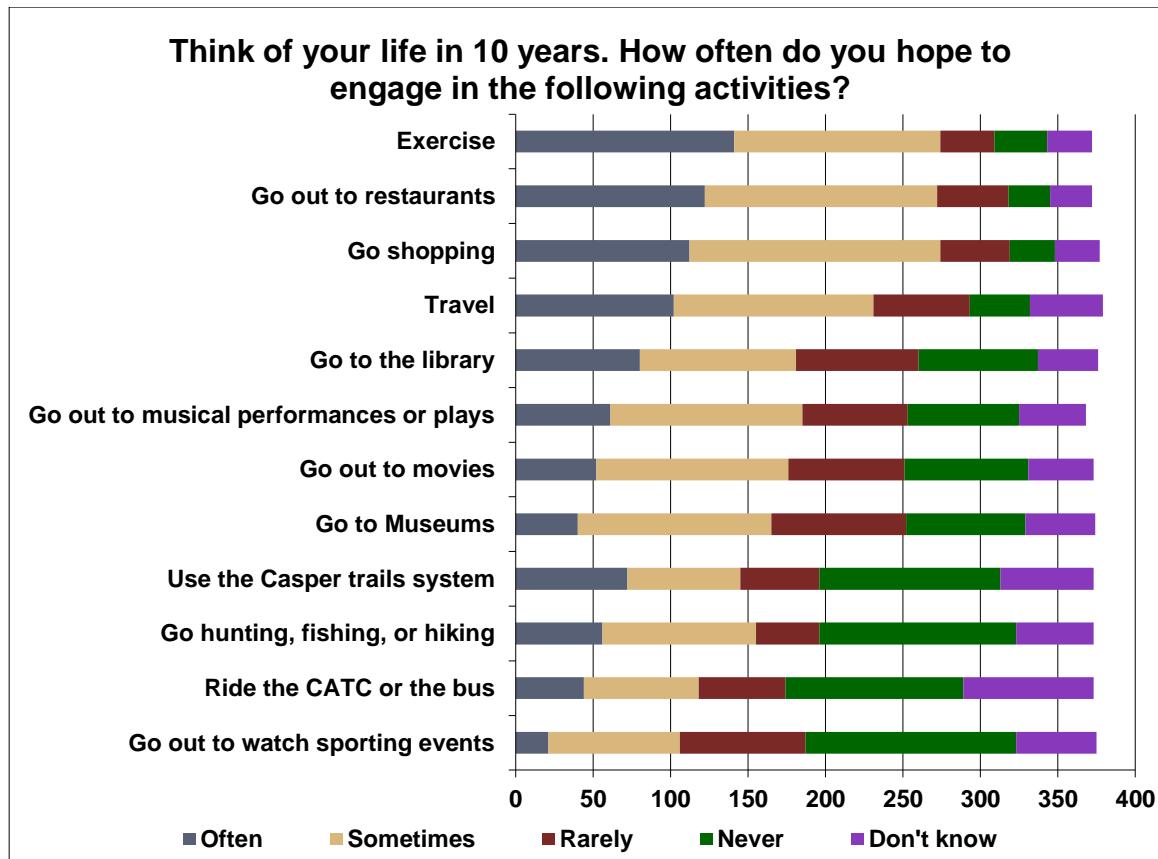
Question #14: Think of your life 10 years from now. How often do you think you will engage in the following activities or interests?						
Answer Options	Often	Sometimes	Rarely	Never	Don't know	Response Count
Workshops or classes to earn a formal degree or certification	7	51	42	179	70	349
Events or meals at a Senior Center	55	109	74	65	66	369
Workshops or classes for fun	62	120	52	71	53	358
In-home meal service	105	46	73	66	78	368
Club or social organizations	83	99	62	71	51	366
Volunteer opportunities	75	117	40	65	56	353
Church activities and services	110	77	54	79	47	367
answered question					90.1%	381
skipped question					9.9%	42



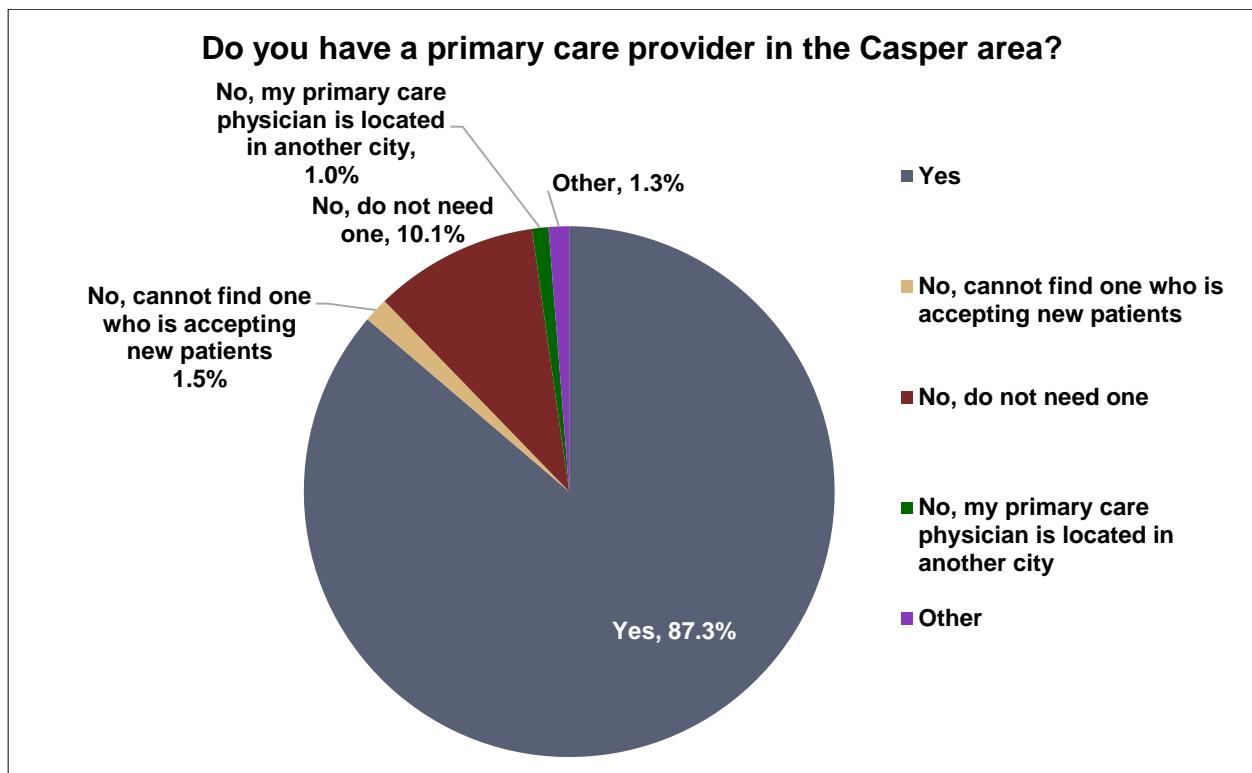
Question #15: How often do you currently participate in these activities?					
Answer Options	Often	Sometimes	Rarely	Never	Response Count
Ride the CATC or the bus	44	28	56	254	382
Go out to watch sporting events	28	86	112	153	379
Use the Casper trails system	65	83	58	170	376
Go hunting, fishing, or hiking	58	106	56	161	381
Go to Museums	30	126	115	106	377
Go out to movies	53	119	98	111	381
Go to the library	81	96	117	90	384
Go out to musical performances or plays	68	126	91	93	378
Travel out of town	110	130	103	43	386
Exercise	175	121	51	37	384
Go out to restaurants	146	171	52	18	387
Go shopping	165	169	36	18	388
<i>answered question</i>				94.8%	401
<i>skipped question</i>				5.2%	22



Question #16: Think of your life in 10 years. How often do you hope to engage in the following activities?						
Answer Options	Often	Sometimes	Rarely	Never	Don't know	Response Count
Go out to watch sporting events	21	85	81	136	52	375
Ride the CATC or the bus	44	74	56	115	84	373
Go hunting, fishing, or hiking	56	99	41	127	50	373
Use the Casper trails system	72	73	51	117	60	373
Go to Museums	40	125	87	77	45	374
Go out to movies	52	124	75	80	42	373
Go out to musical performances or plays	61	124	68	72	43	368
Go to the library	80	101	79	77	39	376
Travel	102	129	62	39	47	379
Go shopping	112	162	45	29	29	377
Go out to restaurants	122	150	46	27	27	372
Exercise	141	133	35	34	29	372
<i>answered question</i>					91.7%	388
<i>skipped question</i>					8.3%	35



Question #17: Do you have a primary care provider in the Casper area?		
Answer Options	Response Percent	Response Count
Yes	87.3%	345
No, cannot find one who is accepting new patients	1.5%	6
No, do not need one	10.1%	40
No, my primary care physician is located in another city	1.0%	4
Other	1.3%	5
<i>answered question</i>	93.4%	395
<i>skipped question</i>	6.6%	28



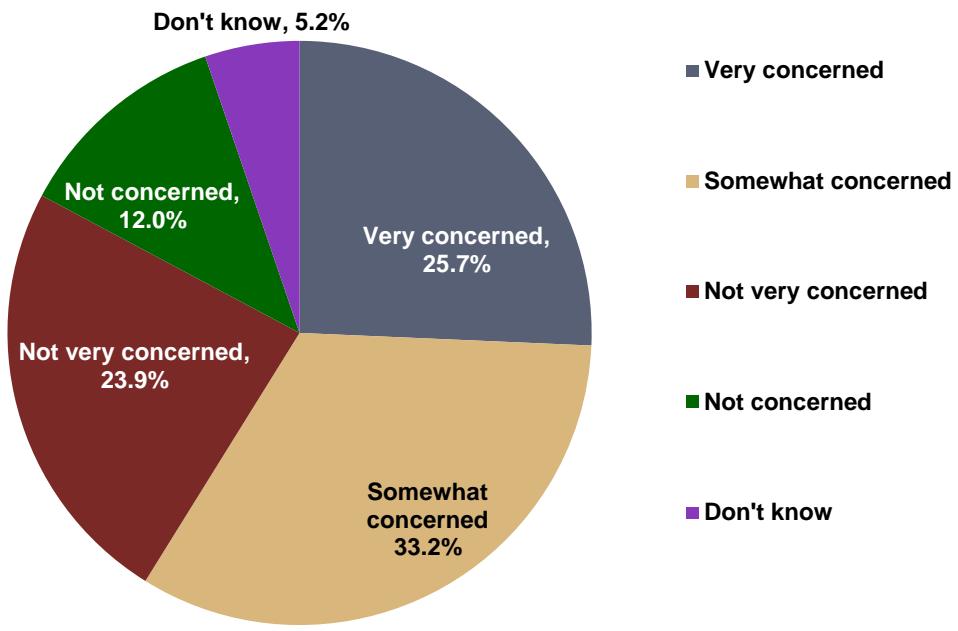
Other (please specify)

- My doctor retired
- VA Clinic
- Cannot afford one
- Need a new one
- I'm assuming this is referencing primary care physician

Question #18: How concerned are you that you won't have enough money to last your lifetime?

Answer Options	Response Percent	Response Count
Very concerned	25.7%	103
Somewhat concerned	33.2%	133
Not very concerned	23.9%	96
Not concerned	12.0%	48
Don't know	5.2%	21
<i>answered question</i>	94.8%	401
<i>skipped question</i>	5.2%	22

How concerned are you that you won't have enough money to last your lifetime?



Question #19: What ONE THING do you think will have the biggest impact on how you would like to live over the next 10 to 20 years?		
Answer Options	Answer Options	Response Count
		360
<i>answered question</i>	85.1%	360
<i>skipped question</i>	14.9%	63

Response Text

\$\$\$\$\$

4th street senior center.

85 won't be around then.

A home I can own that has no outside maintenance. We need a senior housing community, not apartments or multi-family units (duplex would be ok) with a garage that is affordable(#150,000 - \$300,000). This is really important to me right now.

A house with yard and garden until death, at least 3 bedrooms. The expense of housing

Ability to care for myself mentally and physically.

Ability to continue as I do now

Ability to drive or have transportation around town

Ability to enjoy Casper Mountain ski and bike trails and the Casper trail system

Ability to live alone.

Ability to maintain good health.

Able to continue to live in this facility

Able to maintain a healthy lifestyle without injury or disease.

Able to pay for my bills and pay for caregiving in-home...? Who can I talk to ????????

access to housing-independent living but with maintenance

access to transportation if I can no longer drive.

Affordable housing - 2

Affordable housing w/maintenance through HOA or another provider.

Age Living through the 90s.

Assisted living - caregiver in home

At home

Be able to drive my car

Be able to live on my own

Be comfortable

Be mobile and free from dementia.

Be well

Being able to care for myself

Being able to walk.

being capable of caring for myself

Being financial secure that I can stay in my home and do the things I want to do (traveling in state, and other national parks/historical sites).

Being independent

Being physically able to be on my own.

Better health

Casper becoming too big to navigate independently.

Cataracts, hearing loss.

Christ and love to all - daily prayer

Climate and family

Climate and larger chooses for doctors

Close to family
Companionship
Completing the trails system in Casper!
Concerned for someone to take good care of my disabled son, treat him with compassion, patience, goodness, kindness and faithfulness.
Continued good health for me and my husband
Continued good health.
Continuing ability to cross country ski, cycle, and kayak.
Cost of health care and status of our health
Cost of living - 3
Cost of living. Concerned about price of utilities. We need a brake in utility bills, lights, gas and water cost of medical issues
Crime kept at a minimum
Currently, due to Casper and Natrona County's lack of enforcement of properties and the abundance of "junk", my wife and family have discussed moving to somewhere that is more clean and where people take greater pride in their personal property.
Daughter leave town
Death of my spouse would have the biggest impact.

Declining health.
Didn't have money when spouse retired and likely won't have any.
Disabilities getting worse
Do I have enough money
Doctors and environment
Don't expect to live that long
Don't know - 7
Don't know - good healthy
Don't know if I will have enough money to last my life.
economy
Exercise/eat right
Extended Family Location
Family close - health
Family in Casper
Family, friends and health.
Finances - 6
Finances - cost of living
Financial situation - 2
Financial stability
Financially
forgiveness of cosigned Federal student loan
Friends and family
Gaining more friends.
Get SSDI
Get the federal government out of my life.
Getting weak and need care.
Good health - 3
Good healthy
Good public transportation system.
Government and what they do with medicare and social security.

government in DC
Have family around
Have friends and family
Having a caring support system and honest support system (not people who say "call me if you need a ride or some help" but never call to see how you are doing.
Having City and County leadership (electeds) that are not corrupt or just flat out STUPID and do not listen.
having enough money for needs
Health - 71
Health - money
Health and ability to move
Health and family.
Health and income
Health and the ability to get around unaided
Health be good so I can take care of myself.
Health care - 2
Health condition
Health condition - currently excellent.
Health insurance - taxes
Health insurance cost.
Health Issues - 3
Health mostly
Health, getting older
Health, mobility in current home that has stairs
Health.
Health/family
Healthcare help and money
healthcare providers
Housing
Housing that is designed to be handicapped accessible.
Housing that provides a manageable yard and bedroom/bath on main level or ranch.
How friendly Casper is for pedestrians and cyclists.
How government handles my money.
How long I can handle stairs in my home.
How long I can stay in my 2 story home. Finding 1 level home to buy.
How much if any financial resources will be left after he dies.
How much my husband will have in his 401K
I don't know what it would be.
I don't want to live 20 more years.
I really don't know
I want to remain in my home and be able to take care of myself if I'm still here in the next 10-20 years.
I will be 91 on 1/5/16 you tell me.
I won't be alive
I would like to feel safer and more secure on city streets and sidewalks after winter storms, as well as in store parking lots. EVERYONE NEEDS TO CLEAR AND TREAT ROADS AND PARKING LOTS MORE QUICKLY! Thank you.
If I am still breathing
If I can still care for myself - Hope God take me same day. I also don't want to be in the way.
If I receive a kidney transplant

If my health took a downturn, my perspective would change for many of these questions. Also if this community stopped funding one cent projects, I'd be terribly discouraged.

I'm 83

Income- 5

Income and health

job

Keeping friendships intact and bringing family back home.

Keeping my house clean and orderly and having time to paint and sew.

Liberal ideology. Factions that try to run other peoples lives based on their own ideas is the biggest threat to our society. It grows rampantly in our community as well as the world. i.e smoking ban, ISIS.

Live at home

Living by myself

Living conditions.

Love in God.

Lower property taxes because then I won't have to move to a smaller house or older area where taxes are not as high.

Maintenance free housing - one level, good location

Maintenance of health, staying active and involved.

Make sure we have doctors to care for us in Casper at low cost, pharmacy, utils/food, taxes. That we are not forgot. Big worry.

market rate housing with all maintenance taken care of in an area where we can walk downtown with many amenities there for us - restaurants, exercising, garage, etc.

Medicaid next year - for assisted living - cannot drive.

Medical care

Medical expenses.

Medical physical severity

mobility & continued health

Money - 10

Money and weather

Money for better housing.

Money weather

More services affordable and available. E.g., exercise facilities, health care, transportation, food,

More time with family

Moving to assisted living

Moving to assisted living - health

My ability to access the places and services I will need. That includes medical, the arts, the library, and grocery stores and pharmacies. I don't want to be isolated because I am growing older!

My apartment and my family

My back

My chronic health issues

My family

My God

My good health

My health - 20

my health and ability to be mobile

my ability to drive or find transportation to the places I want to go and to shop.

My health and finances

My health and health of loved one

My health and health of my spouse

My health and that of my spouse.

My health failing
My health issues
My health! That is why I belong to "Lifetime Health & Fitness" (and use it several times/week), hike, bike, and still occasionally backpack at age 69.
My health!! Hope it is good for many years!!
My health. I really love the Olli classes that CC offers
my overall health
My physical and mental condition.
My physical condition.
My physical limits
My Wife's health
Not sure
Obviously one's health will affect all the above activities listed.
OK
Opportunities to live a healthy lifestyle & get exercise in a variety of ways to stay as healthy as possible.
Overall health
Personal Health - 3
Physical ability
Physical and mental conditions
Physical condition
Physical disability
physical health and ability to do what I choose
Politics and government
population increase
Primary health care. we need a good hospital in Casper!! Wyoming medical center is a piece of poop.
Doctors in Casper are worthless. The better doctors are in Colorado.
property taxes and insurance
Quality of life and unique municipal facilities with pathways and trails connecting them. Ability to access public land for outdoor enjoyment.
Rent
Retirement
Same as last ten years - by myself if able
Senior Friendly housing
Single level maintenance free housing
Small town feel.
Social interaction is key for successful retirement
Social security
Social security goes dry
Someone to love - good health
Staying fit so that I (we) can be active & engaged in social & other events of our daily lives.
Staying healthy
Suitable flexible housing with maintenance and security
Taking the CATC bus to my apartment.
taxes and SS benefits and healthcare costs
The cost of housing and health insurance. Options for health care.
The Economy
The foolish spending of our current city government that will result in taxes being raised to levels that people will not be able to afford on fluff pet projects they need to wake up the money well is drying up in a hurry.
the state of my health

the unforeseen physical disabilities or physical limitations
To be able to live in my house and have good health care so I can enjoy family and friends.
To be without pain
To have good health
To still be alive
Trails to walk and run
Transportation
Transportation - wish the bus ran on Sundays - weekends out at Mills.
Unsure I have Alzheimers and wished I didn't
USD exchange rate
Weather and driving
When my mom dies, I can change a lot then, but I won't leave until she dies.
Where my children choose to live
Whether or not my ex dies.
Wife health
Wife's health
Would like a closer relationship with family

APPENDIX C

Additional Resource Documents

Wyo POLST FACT SHEET

The Wyoming Provider Orders for Life-Sustaining Treatment paradigm (WyoPOLST) document gives patients with severely-advanced illnesses the ability to state their own preferences for end-of-life medical care in the event they become unable to communicate. A model program for end-of-life care, the WyoPOLST document is transferable among healthcare settings and enhances communication among all healthcare professionals with the patient at the center. It is not biased for or against treatment.

The WyoPOLST document is complementary to an advance directive, also known as a 'living will.' An advance directive provides instructions specifying what kind of treatment should be given to a person when that individual is no longer able to make those kinds of decisions for him/herself. It is very restrictive as it only goes into effect if the person has lost decision-making abilities and is terminally ill. The WyoPOLST document can be used to translate a living will into a provider order if the patient has a life-limiting condition.

- The WyoPOLST document is brightly colored (gold) in order to be easily identifiable for patients and caregivers.
- The WyoPOLST document must be signed by a provider and the patient or the patient's personal healthcare representative in order to be valid.
- The WyoPOLST document can be revoked or changed at any time by the patient or the patient's healthcare representative if there is new knowledge of a change in the patient's condition or medical wishes (if specifically allowed by the patient).
- The WyoPOLST document can be completed for a qualified patient regardless of age. It is designed for patients who have irreversible conditions and whose life expectancy is less than one year, or who are frail and elderly.
- The mission of the WyoPOLST movement is to improve end-of-life care in Wyoming by honoring the healthcare wishes and goals-of-care of those who have life-limiting illnesses.

www.wyomed.org/WyoPOLST

Wyoming PACE Program Overview

Tracy W. Brosius (Tracy.Brosius@crmcwy.org) is the Director of the Wyoming Institute of Population Health (307-773-8139).

Wyoming PACE is located within the Population Health Department of the Cheyenne Regional Medical Center (CRMC). The Clinical Director for PACE is Laurie Wright. Her contact information is: laurie.wright@crmcwy.org or phone 307-633-7005.

Laurie was an employee of CRMC working with Hospice, Home Care, and other elderly programs when she was asked to take on the effort to start PACE at Cheyenne Regional Medical Center. The hospital board funded all of the startup costs for PACE which were significant due to the requirements set by CMS in order for it to be certified under Medicaid and Medicare payment programs. The State of Wyoming also required legislation to allow PACE to be an option for services under the State Medicaid Program. PACE includes an Adult Day Center with a dedicated physician clinic, in-house therapy, and other providers as part of the Medicare Advantage Health Plan. It requires that the application process include the identification of dedicated space (which meets all the health and safety requirements) to support the program as well as the assignment of dedicated staff and contractual arrangements with providers. There is the need to fund all of the startup costs with the realization that it may take some time before the program begins to pay for itself. The feasibility study is the first step. Cheyenne has expanded once and is looking at another expansion due to the growth in demand by participants. They currently have over 100 participants and see 45-48 people in the Center every day.

Laurie is also the contact for the Rural Transitions Program which is part of the CRMC services and provides nurse follow-up to discharge from the hospital and has significantly reduced readmissions. In order to secure data on the reduction in readmissions from this program, Laurie suggested that a written request be made to Phyllis Sherard, Chief Strategy Officer and Vice President of Wyoming Institute of Population Health, Cheyenne Regional Medical Center, at 214 E. 23rd Street, Cheyenne, WY, 82001.

Greg O'Barr is the Director of Business Development and Analysis for the Wyoming Institute of Population Health (307-633-6099) and is a good contact for financial data. He referred Kevin Smith (Kevin.Smith@crmcwy.org) as a contact for more information on the Telehealth Program at CRMC. Kevin is the Program Coordinator (307-633-7695) and was very informative about the work that is being done using technology to deliver mental health services including contact with a psychiatrist and other professionals through the internet. CRMC received a major grant to set up the computer network infrastructure to deliver these services to rural areas in the state. Individuals can be in contact with a provider through the download of a program called "Polycom" from the website, and as long as they have access to a computer with a video camera and a good internet connection they can be seen by a professional. The problem has been to secure approval from Medicare and Medicaid to pay for these services. Medicaid has been easier

to access than Medicare because the State has recognized the importance of using technology to deliver services to rural areas. Medicare may require an approved, authorized facility for the patient to visit rather than being served in their home. They are attempting to get Medicare more involved. The initial connection between patient and provider will require collecting background information and there is a packet that must be completed for any outpatient service. The forms can be completed online. Some facilities in Casper that have worked with the telemedicine system are the Rocky Mountain Cancer Center and the Community Health Center. Both facilities have set up access sites and are equipped to do consults. The State of Wyoming has some funding to provide technical support for the telemedicine program to help sites set up the appropriate equipment and connections to the network.

Innovations in Aging: Communities for a Lifetime

Lori Simon-Rusinowitz, PhD

Kathleen Ruben, MS

University of Maryland School of Public Health

Department of Health Services Administration and Center on Aging, College Park, MD,

LASR@umd.edu

Maryland Municipal League Convention

June 26, 2012

Ocean City, Maryland

ICMA/AARP Webinar: Creating Age-Friendly Communities

October 27, 2015

Speakers:

Jeanne Anthony, Senior Project Advisory, AARP

Ron Garza, Senior Services Administrator, San Antonio, Texas

Karen Adcock, Senior Services Director, Auburn Hill, MI

Steve Cohen, Community Development Director, Auburn Hills, MI

Abigail Rybnicek, Deputy Director, ICMA Center for Sustainable Communities Program:

Age Friendly & Sustainable Communities

AARP HomeFit Guide – Residential Home Improvements – Promote Universal Design

Program Development

1. Survey of Residents
2. Livability Index – Assessment
3. Longevity Economy – GNP Effect of Aging Population
4. Evaluation Guide – Key Indicators Linked to Action Plan
5. Benefits of Membership – Monthly Newsletter; Case Studies of Other Communities

Growth in senior population from 16.5% to 25% by 2080 – San Antonio

7.3% to 21.3% by 2040 – Auburn Hills, Michigan

Seek participation in process from seniors. Considerations: 1. Weather (don't schedule meetings in winter); 2. Don't advertise that the meetings are for seniors – many don't see themselves as old or elderly (programs for all ages); 3. Age-friendly locations and contact through water bills and post cards; 4. Provide at least three options for meetings (used Planning Commission to sponsor the process).

Create a community culture of "nosy neighbors".

Promote public/private collaborations.

70 Communities currently enrolled and actively engaged in a cycle of continuous improvement. The goal is to improve the quality of life across all ages.

Program using volunteer bus drivers. Include all stakeholders and expand services through partnerships and relationships.

There is no charge to be part of the network.

Five-year process. Enrollment and survey in the first year with two additional years to develop the Action Plan.

Housing

- Housing issues are using Universal Design Standards for building permits.
- Allowing rental units in single family homes
- Affordability requires looking at the whole picture – using the Home Fit Program to educated people on homes that will allow aging in place – wide doorways, railings, lower light switches, lighting of stairways – many are low cost or no cost
- Improve safety and security of home – work with occupational therapists

Trends and programs: introduction of computers and technology classes with dedicated computer labs. More people are coming to senior centers for activities and classes than for meals.

More health information and services provided at the centers. Fitness classes, support services in their homes, associations with medical and health organizations.

Home assistance repairs program: using volunteers to make repairs with residents paying for materials, providing grant programs that are income-based for things like new furnaces, windows and doors, appliances, etc.

Code Enforcement has an age-friendly approach to identify people who need assistance.

COLORADO SPRINGS COMMUNITY & PUBLIC HEALTH DIVISION

Program Overview



*For more information about the program, please contact:
Mr. Jefferson Martin, Community & Public Health Administrator
jdmartin@springsgov.com / 719.385.7318*

Introduction

The Colorado Springs Fire Department (CSFD) Community & Public Health Division (CPH) has multiple programs and interventions designed to help community members find the right care at the right time and in the right place. The Community Assistance Referral & Education Services (CARES) program is designed to navigate super-utilizers of emergency services into community resources that are designed to provide them the appropriate continuity of care. CARES brings together fire professionals, registered nurses, and behavioral health specialists to improve patient care in the Colorado Springs area. The program is designed to be a 90-day intervention, during which time the majority of patients will be navigated to the community resources that best meet their needs. The Community Response Team (CRT) is an emergency response vehicle which responds to behavioral health calls from the State Crisis Hotline, 911 calls, and requests for assistance from the local police and fire department.