



AGE-FRIENDLY CHAMPAIGN-URBANA

Action Plan 2019-2022



CONTENTS

4

Letter from Mayors

5

Background

6

Demographics

8

Action Plan Summary

9

The Age-Friendly Framework

10

Communication

18

Inclusion

36

Transportation

Focus Areas

50

Conclusion

52

Appendices

A: Our Partners

B: The Age-Friendly
Champaign-Urbana
Steering Committee

C: Focus Area Tables



Letter from
MAYORS OF CHAMPAIGN AND URBANA

As the Mayors of the cities of Champaign and Urbana, it is our honor to support the Age-Friendly Champaign-Urbana Action Plan. This document, which represents the collective efforts of a multitude of public agencies, private organizations, and interested citizens, offers a blueprint for making our community a Midwestern beacon for happy and healthy aging.



Deborah Frank Feinen

To the extent that people outside of Champaign-Urbana associate our community with any particular age group, they likely think of young adults first and foremost. As the home of the University of Illinois at Urbana-Champaign, our community is home to over 30,000 undergraduate and graduate students. However, what outsiders may not realize is that Champaign-Urbana is a lively community with active and engaged citizens across all demographics, including our older adults. Indeed, it is this very vibrancy that influences many older adults to remain in our community as they age, or even seek out our community as a place to put down new roots in later stages of life.

In Champaign-Urbana, older adults are mentors, civic leaders, artists, business owners, activists, theatergoers, stewards of public health, workers, volunteers, and more. They support our local businesses, enliven our public spaces, and serve a vital role as part of the civic fabric that leads to our community's consistent recognition as one of the most livable places in the United States.



Diane Wolfe Marlin

However, despite all of the positive aspects of our community, Champaign-Urbana is not without its challenges. Specifically, we know that many older adults in our community struggle with social isolation and exclusion, lack reliable transportation and affordable housing, and find themselves unsure of how to access information about existing social and health resources that already exist. Thus, while Champaign-Urbana is already a great place for those older adults who have a high level of social, financial, and physical independence, we know there is much room for improvement when it comes to helping out our older neighbors across our demographic differences for whom these challenges are an everyday reality.

We take seriously our responsibility to serve this segment of our population.

Deborah Frank Feinen
Mayor, City of Champaign

Diane Wolfe Marlin
Mayor, City of Urbana



BACKGROUND

Champaign and Urbana are twin cities located in east central Illinois with a combined population of about 127,000. The area is home to the University of Illinois at Urbana-Champaign and is well-known for its progressive, micro-urban feel and its excellent neighborhoods, schools, and parks. It features three vibrant commercial areas, with dozens of locally-owned restaurants, nightclubs, shops, and boutiques. Champaign-Urbana appears on many top-ten lists for its tech opportunities, local culture, and forward-looking city policies. It sits within the highly productive agricultural region of Champaign County, which has some of the best soils in the world. Champaign-Urbana is well connected to other cities, with daily flights to Chicago, Dallas, and Charlotte and frequent train and bus service to Chicago.

While both Champaign and Urbana strive to provide a range of services and resources for older residents, through this Age-Friendly Action Plan we propose to dramatically improve the extent and awareness of and access to these services to better benefit older residents throughout the community. We also will promote improved engagement by older adults with issues of interest and relevance to their lives, including protections from ageism and discrimination. Further, Age-Friendly Champaign-Urbana is proactive about supporting the needs of a diverse population of older adults, regardless of race, ethnicity, income, education, and gender and sexual identities.

The Champaign-Urbana area is fortunate to have a variety of interested and diverse organizations and stakeholder groups who have joined forces to launch this Age-Friendly movement, compile this Action Plan, and engage with older persons in the community.

CITY BUILDING

DEMOGRAPHICS

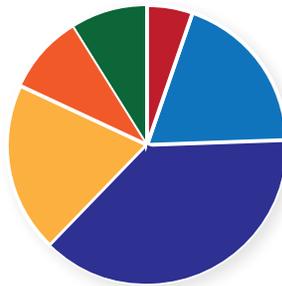
Champaign County (207,946 people)

Total Population	207,946
Under 5 years	5.6% (11,584)
5 to 19 years	20.2% (41,995)
20 to 34 years	16.5% (34,407)
35 to 54 years	20.8% (43,178)
55 to 64 years	10.6% (22,016)
65 years and older	11.6% (24,206)



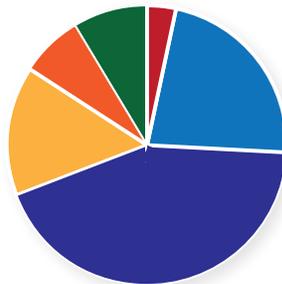
City of Champaign (85,710 people)

Total Population	85,710
Under 5 years	5.5% (4,714)
5 to 19 years	19% (16,322)
20 to 34 years	37.8% (32,352)
35 to 54 years	19.7% (16,854)
55 to 64 years	9.2% (7,861)
65 years and older	8.8% (7,607)

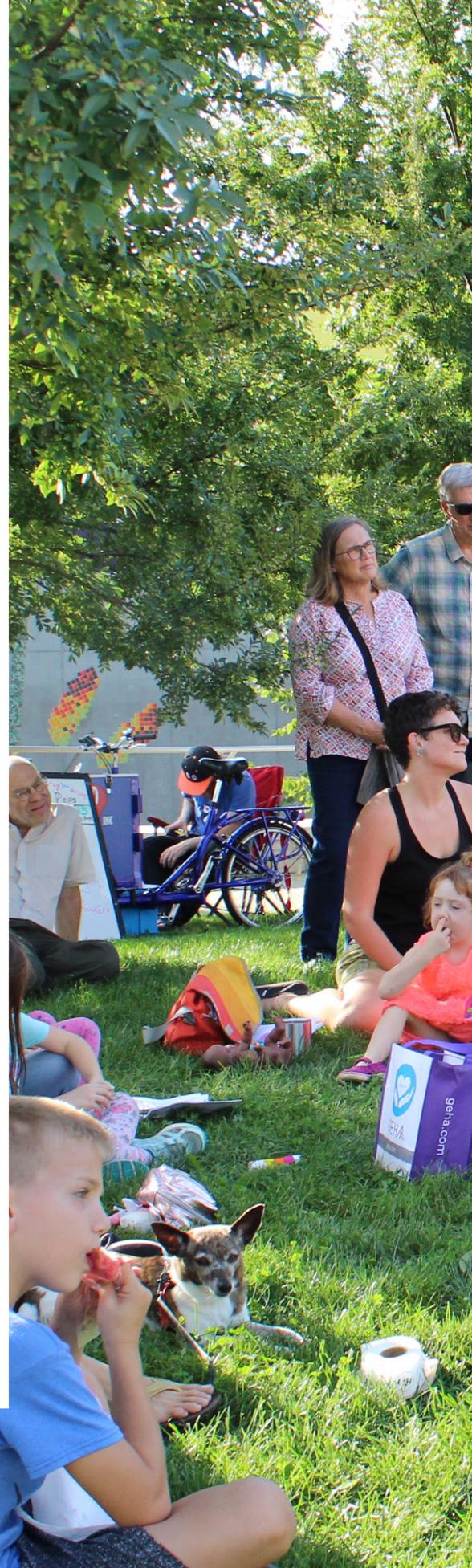


City of Urbana (42,141 people)

Total Population	42,141
Under 5 years	3.5% (1,476)
5 to 19 years	22.4% (9,465)
20 to 34 years	43.3% (18,243)
35 to 54 years	15.1% (6,374)
55 to 64 years	7.1% (2,997)
65 years and older	8.6% (3,586)



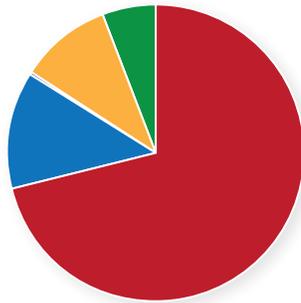
American Community Survey, U.S. Census Bureau 2012-2017



RACE/ETHNICITY

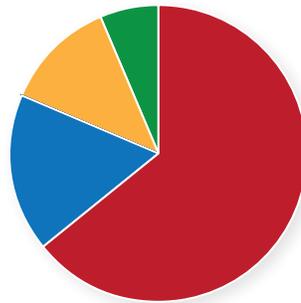
Champaign County (207,946 people)

White	72.7% (151,258)
Black/African American	13.1% (27,210)
Am. Indian/Alaska Native	0.2% (323)
Asian	10.3% (21,481)
Hispanic/Latino any race	5.7% (11,950)



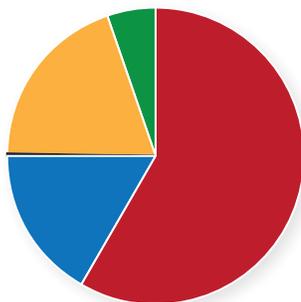
Champaign (85,710 people)

White	65.7% (56,350)
Black/African American	17.7% (15,137)
Am. Indian/Alaska Native	0.1% (90)
Asian	12.4% (10,634)
Hispanic/Latino any race	6.4% (5,489)



Urbana (42,141 people)

White	59.3% (24,997)
Black/African American	16.8% (7,064)
Am. Indian/Alaska Native	0.3% (122)
Asian	19.6% (8,276)
Hispanic/Latino any race	5.3% (2,238)



	Champaign County		Champaign		Urbana	
	Total	%	Total	%	Total	%
OTHER INFORMATION						
Median Home Value	\$154,800		\$156,700		\$146,700	
Median Household Income	\$49,586		\$44,638		\$63,223	
Percentage of people over the age of 65 with an income below the federal poverty level		7.70%		8.20%		7.40%
Bachelor's degree or higher		43.90%		51.10%		54.60%
Foreign born		11.90%		14%		19.80%

ACTION PLAN SUMMARY

The Age-Friendly Champaign-Urbana Action Plan is the culmination of two years of community engagement, participation, and planning. In March of 2017, Champaign-Urbana joined the World Health Organization (WHO) and AARP Network of Age-Friendly Communities, commencing a five-year planning, implementation, and evaluation cycle. In our first two years, we completed the following steps to create this Action Plan:

Organized: Formed a Steering Committee of local leaders who met monthly;

Collected Data: Surveyed 500 people aged 50+ about life for older residents in our community;

Analyzed: Evaluated survey data and developed a survey report;

Engaged: Partnered with local organizations to support events for older people in our community and to communicate survey outcomes; and

Discussed: Determined, as a Steering Committee, what challenges we were most excited to take on first.

Our steering committee ultimately will address all eight domains of livability identified by WHO in future iterations of the Action Plan. We are concentrating our initial plan efforts on three focus areas:

Communication, Inclusion, and Transportation. Improving our community's performance in these areas is most responsive to the feedback received from our survey respondents. Additionally, as our group is still building our capacity to influence policy among both public and private partner agencies, we recognize that narrowing our focus onto these areas offers the best chance for meaningful progress over the next three years. Therefore, based on our work over the past two years, we are committing to twenty-nine goals over the next three years to make our community more livable for residents of all ages.

FOCUS AREAS

Communication: We will work to enhance existing resources for communicating with older adults, their families, and caregivers through the development of a centralized web presence to share resources and events with the community and especially older adults.

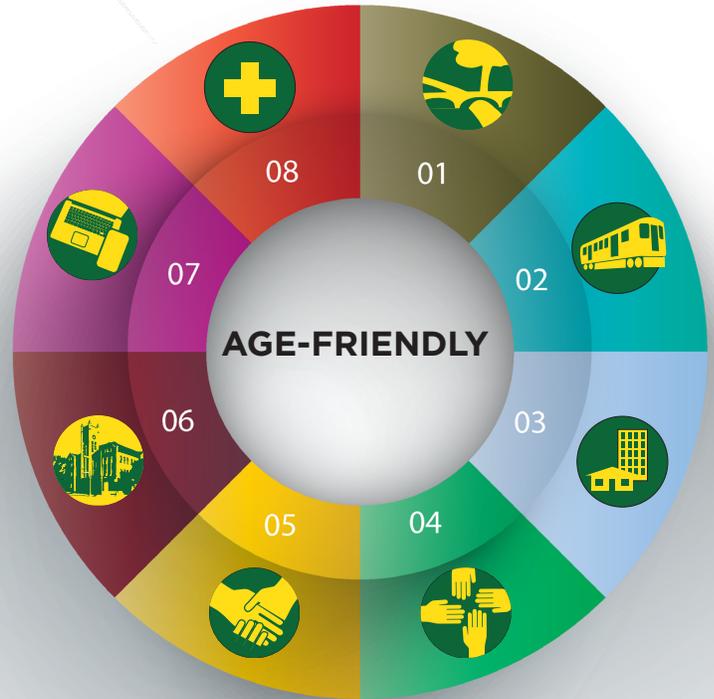
Inclusion: We are committed to fighting ageism by working with, rather than for, older adults, to acknowledging the value older residents bring to our community, and to focusing on meeting the special needs of diverse populations. We will work to increase the availability of people who can be reached for help when needed, assuring the overall feeling of safety for older adults.

Transportation: We will work to identify and address barriers to older adults' use of public transportation and ride-share services to ensure that individuals of all income levels and abilities are able to reach their desired locations in our community.

THE AGE-FRIENDLY FRAMEWORK

In March 2017, Champaign-Urbana joined the AARP and World Health Organization’s (WHO) Networks of Age-Friendly Communities. It is estimated that 75 million Americans now live in a community that has joined the Age-Friendly network. There are more than 300 communities and three states who have made this public commitment to livable communities. Age-Friendly Champaign-Urbana is committed to ensuring livability and quality of life for residents of all ages. WHO identified eight domains of city life that might influence the health and quality of life of older adults including:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services



OUTDOOR SPACES & BUILDINGS



TRANSPORTATION



HOUSING



SOCIAL PARTICIPATION



RESPECT & SOCIAL INCLUSION



CIVIC PARTICIPATION & EMPLOYMENT



COMMUNICATION & INFORMATION



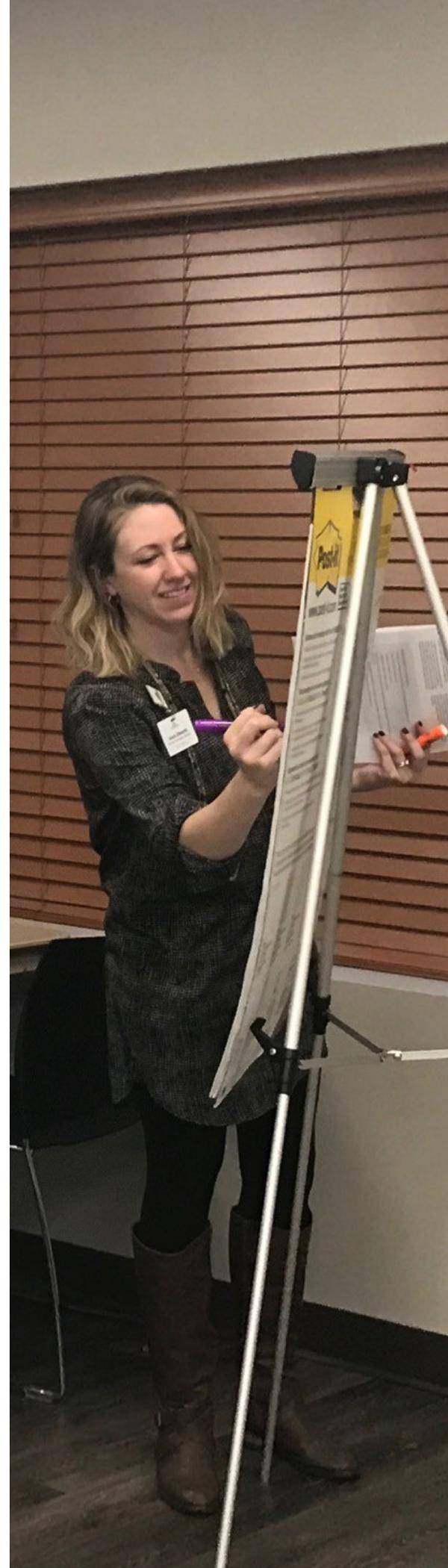
COMMUNITY SUPPORT & HEALTH SERVICES

COMMUNICATION

Focus Area

We will work to enhance existing resources for communicating with older adults, their families, and caregivers through the development of a centralized web presence to share resources and events with the community and especially older adults.

We know that more than 90% of the households in Champaign County have a computer in the home and that a vast majority of our survey respondents obtained relevant information about activities and services through the internet on smartphones or home computers. Our research and planning has revealed that there are many online and print resources for older adults in our community. However there is no one centralized online resource for older adults and their families and print guides are often quickly rendered out-of-date. It is our goal to improve the communication about services and events for older adults through a more flexible, nimble, and sustainable online centralized resource. The pages that follow highlight how we will both accomplish the launch of this resource and measure its success.



1 COMMUNICATION YEAR 1

Year 1 Goal or Outcome

Secure funding to launch a website that connects older adults with community resources and one another (Chambana Seniors)

Current State

Fragmented resources for older adults, only some available online many of which are out of date

Desired State

Coordinated free real time information about community resources and events

How Success Will Be Measured and Evaluated

The site was launched



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**



**CIVIC PARTICIPATION
& EMPLOYMENT**



**COMMUNICATION &
INFORMATION**



Year 2 Goal or Outcome

Evaluate success of website and identify next steps to broaden reach

Current State

Qualitative review of community impact is in progress

Desired State

Well known website utilized often by older adults and potential advocates of older adults; financially sustainable through business support

How Success Will Be Measured and Evaluated

Number of subscribers, financial stability, number of sponsors/ investors, and page hits



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION

Year 2 Goal or Outcome

Explore the value of a non on-line supplemental resource and consider expanding scope of on-line links

Current State

Chambana Seniors site is marketed and operating

Desired State

Continuously updated, expanded, and available free to all who might benefit

How Success Will Be Measured and Evaluated

Online and print resources meeting the needs of older adults in our community



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



Year 3 Goal or Outcome

Explore potential for a Champaign-Urbana area app that connects older adults with this community and the broader surrounding area

Current State

A free mobile app with access to a broad range of appropriate community sites

Desired State

Free mobile app that facilitates access to community sites

How Success Will Be Measured and Evaluated

Mobile app was launched



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



Kathleen Holden

**Retired University Administrator
Age-Friendly Steering Committee
Co-Chair**



“To me, Age-Friendly means that as we make our community more welcoming and accommodating for older adults, we improve our community for all ages. Affordable housing and health care, safe and accessible parks, streets, and transportation, and opportunities for continued growth and community engagement are important for all ages.

I learned about Age-Friendly at a national conference in the fall of 2014. There are cities around the world working on these initiatives, led by the World Health Organization (WHO).

In this country, the American Association of Retired Persons (AARP) has a process to identify the ‘livability’ of communities. I wanted to be a part of making our community better in ways that will benefit all of us. I’m grateful to the mayors, the University of Illinois at Urbana-Champaign, and community leaders for their partnership in this ongoing effort.

Our community is fortunate to have forward thinking citizens and public servants who are willing to work (often without pay) to improve our environment.”





INCLUSION

Focus Area

We are committed to fighting ageism by working with, rather than for, older adults, to acknowledging the value older residents bring to our community, and to focusing on meeting the special needs of diverse populations. We will work to increase the availability of people who can be reached for help when needed, assuring the overall feeling of safety for older adults.

Champaign-Urbana prides itself on the diversity of our community. Age Friendly is committed to ensuring that members of all groups and abilities feel welcome and secure in our community. While older people who participated in our survey mostly reported feeling socially included, respected, and safe, there were some notable findings with regard to social inclusion. Most noteworthy, individuals in lower income brackets were more likely to report feeling unsafe, isolated, or having few people to reach out to in times of need, when compared to older adults with higher incomes. Additionally, based on the demographics from our survey, we know we are currently not reaching the entire population of older adults in the community. We will identify who we are not communicating with, where they are located, and how to best communicate with them through strengthening community partnerships by building connections with underrepresented groups in the community. Our outreach will be alert to the diversity of gender, age, race, ethnicity, income, abilities, and sexual identity. The pages that follow detail how we will accomplish this and measure success.



1 INCLUSION YEAR 1

Year 1 Goal or Outcome

Develop a list of and build connections and/or partnerships with underrepresented groups in the community

Current State

We are not reaching the entire population of older adults in our community; additionally, many of the services and opportunities for older adults lack coordination

Desired State

An inclusive community where all older adults feel safe, supported, and included

How Success Will Be Measured and Evaluated

The development of a list of relevant groups, relationships with community leaders from these groups, and a plan to sustain interactions



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**



**COMMUNICATION &
INFORMATION**

Year 1 Goal or Outcome

Run a series of focus groups with older adults from groups whose perspectives were not adequately captured in initial survey data, including a focus on the safety needs of older adults in the community, both in their homes and neighborhoods

Current State

The voices of many older adults in our community were not adequately captured in our last round of survey collection

Desired State

Multiple opportunities for older adults from diverse backgrounds to be heard with regard to social inclusion and safety issues

How Success Will Be Measured and Evaluated

The completion of a series of focus groups that adequately capture diverse perspectives



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

INCLUSION YEAR 1

Year 1 Goal or Outcome

Support the development of positive feature articles on older adults in local media

Current State

Older adults are occasionally highlighted in local media

Desired State

Coordinated efforts and features that highlight community contributions of older community members

How Success Will Be Measured and Evaluated

The increased appearance of positive and useful media features about older adults



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

Year 1 Goal or Outcome

Explore and support the development of regular Age Friendly social events in locations that reach our diverse population

Current State

Though many Age-Friendly Steering Committee members interact with older adults through their organizations (or are older adults themselves), we want to increase regular interactions between our group and community older adults, and additionally provide increased opportunities for intergenerational social events

Desired State

Regular intergenerational social interactions, where committee members have the opportunity to engage with local older adults

How Success Will Be Measured and Evaluated

The development of and diverse attendance at regularly scheduled social events



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**



**COMMUNICATION &
INFORMATION**

1 INCLUSION YEAR 1

Year 1 Goal or Outcome

Research nationally and regionally available diverse models of senior living outreach (for example, Villages concept, immigrant welcome and outreach, and shared housing)

Current State

Currently models for housing and services for older adults concentrate on standard public or private pay without innovative alternatives to support older adults in a variety of living environments

Desired State

The increased availability of options for older adults who wish to remain in their homes, and a better understanding of the issues faced by diverse groups of older adults

How Success Will Be Measured and Evaluated

Increased knowledge of alternative models for community services and housing for older adults and the initiation of conversations about how to integrate models into our community



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNITY
SUPPORT & HEALTH
SERVICES



COMMUNICATION &
INFORMATION



HOUSING

Year 2 Goal or Outcome

Seek admission into the Age-Friendly University Network

Current State

From our survey data, we know that a number of older adults believe campus is not an Age-Friendly environment where they feel comfortable or welcome

Desired State

An inclusive campus environment where people across demographic groups feel welcome to enjoy the University's educational and cultural offerings

How Success Will Be Measured and Evaluated

Admittance into Age-Friendly University Network and compliance with their goals



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

Year 2 Goal or Outcome

Develop targeted outreach to and communication strategies for underrepresented groups based on focus group data and input from community partners

Current State

Older adults in our community come from a variety of diverse backgrounds and the voices of all are not currently represented adequately

Desired State

Outreach strategies and partnerships that are inclusive of all older adults in our community

How Success Will Be Measured and Evaluated

Clear and sustaining strategies for interacting with our diverse community partners



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**



**COMMUNICATION &
INFORMATION**

Year 2 Goal or Outcome

Conduct research on best practices for reaching and better communicating with diverse populations and for eliminating ageism in communications generally Begin a communication audit of local organizations and their communication

Current State

We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes

Desired State

Communication that is free from ageist and other stereotypes and appropriate for intended audiences

How Success Will Be Measured and Evaluated

A report that details best practices for communication and the development of materials to disseminate to local organizations



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

Year 2 Goal or Outcome

Explore the development of a volunteer infrastructure

Current State

We currently have coordinated opportunities for older adults to volunteer (Retired Senior Volunteer Program), but there is not a coordinated effort to connect with groups who may be interested in volunteering with older adults

Desired State

Increased opportunities for volunteer organizations to support a diverse population of older adults and to provide intergenerational interactions, with the hope that these interactions will help mitigate ageism

How Success Will Be Measured and Evaluated

The development of relationships with volunteer service organizations and a database of organizations from which older adult service providers might draw



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNITY
SUPPORT & HEALTH
SERVICES



COMMUNICATION &
INFORMATION

Year 3 Goal or Outcome

Based on findings from communication audit, communicate best practices for local organizations and businesses to communicate with a diverse population of older adults

Current State

We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes

Desired State

Communication that is free from ageist and other stereotypes and appropriate for intended audiences

How Success Will Be Measured and Evaluated

Sustained interactions with local businesses and organizations in the forms of training materials or seminars on eliminating ageism from communications



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

Year 3 Goal or Outcome

Continue to advocate for the safety and inclusion of all older adults in our community based on work started in years 1-2

Current State

We anticipate that all of our goals and strategies from years 1-2 will require sustained efforts, follow-up, and people power to ensure we continue to work towards the safety and inclusion of older adults and combating ageism in our community

Desired State

An inclusive community where all older adults feel safe, supported, and included

How Success Will Be Measured and Evaluated

Survey results indicate progress



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**



**COMMUNICATION &
INFORMATION**

Year 3 Goal or Outcome

Work with local groups and organizations to continue to develop a series of intergenerational programs

Current State

As our Steering Committee interacts with more groups and older adults in years 1-2, we anticipate that new ideas, interests and opportunities will arise to develop new programming which is generationally inclusive

Desired State

A community with an abundance of opportunities for people of all ages to interact regularly

How Success Will Be Measured and Evaluated

The continued attendance and sustaining of regular intergenerational activities and programs



SOCIAL
PARTICIPATION



RESPECT & SOCIAL
INCLUSION



COMMUNICATION &
INFORMATION

Year 3 Goal or Outcome

Work to diversify Age-Friendly Steering Committee

Current State

We currently have diversity on our Steering Committee with regard to age, gender, race, sexual orientation, and occupation, however we suspect that as we continue to grow our outreach efforts we will develop new partnerships and meet new community leaders who would be valuable additions to our group

Desired State

A Steering Committee that broadly represents the diverse makeup of our community

How Success Will Be Measured and Evaluated

The presence of community leaders from diverse groups in Champaign-Urbana on our Steering Committee



**SOCIAL
PARTICIPATION**



**RESPECT & SOCIAL
INCLUSION**

Year 3 Goal or Outcome

Serve as a mentor to, resource for, and partner with other smaller Champaign County villages and towns as they seek to join the Age-Friendly Network of Communities

Current State

While the Champaign-Urbana community comprises more than half the County population, there are close to 80,000 residents in surrounding smaller towns and villages, making us the 10th largest county in the state of Illinois. Currently, only Champaign and Urbana are officially part of the Age-Friendly Network of Communities

Desired State

Champaign County is recognized as a county livable for people of all ages

How Success Will Be Measured and Evaluated

Additional Champaign County communities apply to join the Network of Age-Friendly Communities and commit to making their cities livable for people of all ages



SOCIAL PARTICIPATION



HOUSING



RESPECT & SOCIAL INCLUSION



TRANSPORTATION



CIVIC PARTICIPATION & EMPLOYMENT



COMMUNICATION & INFORMATION



COMMUNITY SUPPORT & HEALTH SERVICES



OUTDOOR SPACES & BUILDINGS



Ben LeRoy

**Associate Planner, City of
Champaign
Age-Friendly Steering Committee
Co-Chair**



“Age-Friendly means a comprehensive approach to ensuring that our built environment, public and private services, and communication are all designed in a manner that remains inclusive of our fellow citizens as they grow older.

The City of Champaign plays an important role in the provision of many public services and the evolution of our built environment, so I’m honored to represent my organization and be the bridge between the talented professionals on the steering committee and my City Council.

I like that Champaign-Urbana is the right size. It’s big enough that we have lots of diversity and neat things going on all over town, but it’s small enough that you can wrap your arms around it without getting overwhelmed. I’d like to think that positions us well to advance our Age-Friendly goals relatively quickly over the coming years.”





TRANSPORTATION

Focus Area

We will work to identify and address barriers to older adults' use of public transportation and ride-share services to ensure that individuals of all income levels and abilities are able to reach their desired locations in our community.

In July 2014, the National Transit Database reported Champaign-Urbana Mass Transit District (CUMTD) ranked #3 for Public Transit Use in Small Cities, and in 2015, almost 40,000 public trips were taken daily in our community. Champaign-Urbana Mass Transit District operates separate urban and rural area systems in Champaign County, in addition to an ADA-accessible, paratransit service that primarily assists individuals with disabilities and older adults. Additionally, according to the AARP Livability Index, both Champaign and Urbana received relatively high transportation scores at 77 and 79, respectively, out of a total score of 100. However, most of our Age-Friendly survey respondents reported traveling either by driving themselves or riding as passengers in private vehicles. Among our survey respondents, taxis and paid transportation services were the least utilized methods of transportation, followed by senior transportation services, and bike riding. Older adults with higher household incomes were more likely to report driving often or always as their methods of transportation when compared with individuals who have lower household incomes (less than \$35k household income per year). Our initial plan is to determine the barriers to older adults' use of public transit and ride-share services and implement plans to counteract these barriers.



\$0.50 to Ride

1 TRANSPORTATION YEAR 1

Year 1 Goal or Outcome

Ensure that appropriate local agencies will have the current transportation directory on their website

Current State

Directory has been developed; In September 2018, one agency linked to the directory on their web page and the directory had 33 hits

Desired State

By March 2020, 25 targeted agencies will have a link to the directory on their webpage; By March 2020, there will be 150 hits on the directory per month

How Success Will Be Measured and Evaluated

Number of agencies with a directory link on their website;
Tracking directory hits through Google Analytics



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 1 Goal or Outcome

TRANSPORTATION
YEAR 1

1

Analyze survey data identifying seniors' barriers to public transportation

Current State

Discussions within working group on potential agencies to involve in the analysis

Desired State

Developed plan for funding and implementing a response to the identified barriers (for example, develop working group to establish connections with at least two organizations and plan a feasible bus buddy program)

How Success Will Be Measured and Evaluated

Two stakeholders and one potential funding option identified



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

1 TRANSPORTATION YEAR 1

Year 1 Goal or Outcome

Find out why some seniors do not take public transit or use ride-share services

Current State

Survey data for seniors, senior housing facilities, and assisted living facilities

Desired State

Prioritize barriers and issues identified by seniors

How Success Will Be Measured and Evaluated

Number of surveys, from seniors, assisted living homes, and senior centers



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 1 Goal or Outcome

TRANSPORTATION
YEAR 1

Apply for at least three grants for a Champaign County One-Call One-Click center

Current State

One grant submitted

Desired State

Secure funding before April 2020

How Success Will Be Measured and Evaluated

Three applications done



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

1 TRANSPORTATION YEAR 1

Year 1 Goal or Outcome

Identify high-density areas of Dash Pass users (reduced public transit fares for community members 65+)

Current State

Data inquiry to Champaign-Urbana Mass Transit District regarding Dash Pass routes

Desired State

Map of urbanized area with Dash-Pass route data complete

How Success Will Be Measured and Evaluated

Map of urbanized area with Dash-pass data developed



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION



Year 2 Goal or Outcome

Community actively uses the transportation directory

Current State

25 targeted agencies have a link to the directory on their webpage; 150 hits on the directory per month

Desired State

30 targeted agencies have a link to the directory on their webpage; Continue to get 150 hits on the directory per month

How Success Will Be Measured and Evaluated

Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics; Number of travel trainings that include directory



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 2 Goal or Outcome

Continue development of a feasible Bus Buddy program to train and/or assist seniors to use mass transit using survey data and Dash Pass route maps

Current State

Two stakeholders and one potential funding options identified

Desired State

Solidified partnerships with volunteers/stakeholders; Plan developed; Some funding secured

How Success Will Be Measured and Evaluated

Amount of funding secured



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 2 Goal or Outcome

**Implement Champaign County
One-Click One-Call center
based on available funding**

Current State

Three applications completed

Desired State

Secured, consistent funding for planning and implementation
by the end of Year 2

How Success Will Be Measured and Evaluated

Amount of funding secured



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 2 Goal or Outcome

Conduct three travel trainings within the year addressing barriers listed in year one surveys

Current State

Travel training materials developed based on survey data

Desired State

Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations

How Success Will Be Measured and Evaluated

Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION



Year 3 Goal or Outcome

Implement the Bus Buddy program to train and/or assist seniors to use mass transit

Current State

Applied for at least three funding sources; Partnerships solidified; Local senior centers notified of potential new service

Desired State

Bus buddy program implemented by November 2022

How Success Will Be Measured and Evaluated

Implementation by November 2022; Number of volunteers; Number of seniors who use the service; Number of trips by type



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 3 Goal or Outcome

Implement the Champaign County One-Click One-Call center

Current State

Developed employee/ call center scope of duties; Secured, consistent funding for planning and implementation

Desired State

Call center implemented in Champaign-Urbana Mass Transit District by March 2021

How Success Will Be Measured and Evaluated

Number of updates to transportation directory; Number of callers; Type of information requested



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

Year 3 Goal or Outcome

Conduct three additional travel trainings within the year addressing barriers listed in year one surveys and considering year 2 results

Current State

Travel training materials developed based on survey data

Desired State

Involve university students in travel trainings; Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations

How Success Will Be Measured and Evaluated

Number of surveys; Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held; Number of volunteers



TRANSPORTATION



CIVIC PARTICIPATION
& EMPLOYMENT



COMMUNICATION &
INFORMATION



COMMUNITY
SUPPORT & HEALTH
SERVICES



SOCIAL
PARTICIPATION

CONCLUSION

This Action Plan outlines the process and the plan over the next 3 years. It is important to recognize the commitments of the City of Champaign, the City of Urbana, the Center on Health, Aging, and Disability in the College of Applied Health Sciences at the University of Illinois, the Age-Friendly Champaign-Urbana Steering Committee, and the numerous additional organizations that were involved in the plan. These entities will be working together to implement the recommendations, recognizing that the Action Plan will be improved and modified over the coming years. It is our belief that as we improve conditions in this community for older adults, all ages will benefit from our efforts.

Since submitting our initial application to join the Age-Friendly Network in March 2017, we worked collaboratively to identify and prioritize action items on the basis of community feedback received during our initial survey and well attended community engagement breakfast, where we presented survey results. We also added new steering committee members representing new organizations in response to our growing understanding of the best way to tackle our community's greatest challenges in this arena. Our work over this time period has been iterative, with steering committee members playing a key role in alternately communicating the committee's progress to their own organizations and advising the committee on how each member's home organization can best contribute to our collective efforts.

We believe we have outlined achievable goals with tangible metrics of success that will allow us to make substantial progress during the first three year period. Additionally, we developed evaluation measures to ensure our progress and make adjustments as necessary. The breadth of experience brought to the table by the Steering Committee members is considerable and will assist us as we implement the plan.

We look forward to contributing to and learning from our partner communities in the AARP Network of Age-Friendly Communities and the World Health Organization Global Network of Age-Friendly Communities. We are particularly pleased that we have been able to extend the Age-Friendly Community model beyond a single city's boundaries as it is imperative that these contiguous cities work together. We anticipate our longstanding local tradition of civic collaboration will provide a good model for other multijurisdictional communities interested in pursuing Age-Friendly designation.



NO PARKING
HERE TO
CORNER

STOP

APPENDIX A: AGE-FRIENDLY CHAMPAIGN-URBANA SUPPORTERS

Many organizations have supported Age-Friendly Champaign-Urbana in our journey to create this Action Plan. We look forward to continuing to work with these partners and welcoming new partners in the future.

Alzheimer's Association of Greater Illinois Chapter:
Bloomington/Champaign Office

Carle Foundation Hospital

Center on Health, Aging, and Disability, College of
Applied Health Sciences

Champaign County Chamber of Commerce

Champaign County Committee on Aging

Champaign County Regional Planning Commission

Champaign-Urbana Mass Transit District

Champaign Parks District

Champaign Urbana Public Health District

City of Champaign

City of Urbana

Clark-Lindsey Village

Community Foundation of East Central Illinois

Congressman Rodney Davis

CRIS Healthy Aging Center

Faith in Action, OSF Healthcare

Family Service of Champaign County

Health Alliance

Housing Authority of Champaign County

Land of Lincoln Legal Assistance Foundation

Osher Lifelong Learning Institute

Parish Nurse Program, Carle

Parkland College

OSF HealthCare Heart of Mary Medical Center

Promise Healthcare

Representative Carol Ammons

Senator Dick Durbin

Senator Scott Bennett

Senior Task Force of Champaign County

Stephens Family YMCA

United Way of Champaign County

University of Illinois Extension

Urbana Adult Education

Urbana Parks District

Village of Savoy

APPENDIX B: AGE-FRIENDLY CHAMPAIGN-URBANA STEERING COMMITTEE

Current Members

Drew Bargmann, Special Services Manager,
Champaign-Urbana Mass Transit District

Tim Bartlett, Executive Director, Urbana Park District

Wendy Bartlo, Proposal Development and
Community Outreach Specialist, Center on Health,
Aging, and Disability, University of Illinois at Urbana-
Champaign

Amy Brown, CEO, CRIS Healthy Aging

Linda Coleman, Past-Chair, Board of Directors, Osher
Lifelong Learning Institute

Joe DeLuca, Executive Director, Champaign Park
District

Joan Dixon, CEO and President, Community
Foundation of East Central Illinois

Dennis Donaldson, Treasurer, Village of Savoy

Kristen Gisondi, Human Services Transportation
Coordinator, Champaign County Regional Planning
Commission

Sue Grey, President and CEO, United Way of
Champaign County

Patrick Harness, Community Activist

Dawn Henry, Director of Rehabilitation, Carle
Foundation Hospital

Kathleen Holden, Retired Administrator, University of
Illinois at Urbana-Champaign

Anna Lane, MTW Coordinator, Housing Authority of
Champaign County

Ben LeRoy, Associate Planner, City of Champaign

Rosanna McLain, Director, Senior Resource Center,
Family Service

Julie Pryde, Public Health Administrator, Champaign-
Urbana Public Health District

Debra Reardanz, President and CEO, Clark-Lindsey
Village

Linda Tauber-Olson, Regional Director Volunteers
& Faith in Action, OSF HealthCare Heart of Mary
Medical Center

Jeff Woods, Associate Dean for Research and
Director, Center on Health, Aging, and Disability,
University of Illinois at Urbana-Champaign

Past Members

Traci Nally, VP Human Resources, News-Gazette
Media

Lorrie Pearson, Planning Manager, City of Urbana

Matt Rejc, Community Development Coordinator,
City of Urbana

Libby Tyler, Retired Community Development
Director and City Planner, City of Urbana

Preston L. Williams Jr., Retired Superintendent,
Urbana School District

APPENDIX C: FOCUS AREA TABLES

FOCUS AREA: COMMUNICATION

	TANGIBLE GOAL(S) OR OUTCOMES TO BE ACHIEVED THIS YEAR	CURRENT STATE	DESIRED STATE	HOW SUCCESS WILL BE MEASURED & EVALUATED	DOMAINS OF AGE-FRIENDLY
YEAR 1	Secure funding to launch a website that connects older adults with community resources and one another (Chambana Seniors)	Fragmented resources for older adults, only some available online many of which are out of date	Coordinated free real time information about community resources and events	The site was launched	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Civic Participation and Employment •Communication and Information
YEAR 2	Evaluate success of website and identify next steps to broaden reach	Qualitative review of community impact is in progress	Well known website utilized often by older adults and potential advocates of older adults; financially sustainable through business support	Number of subscribers, financial stability, number of sponsors/investors, and page hits	<ul style="list-style-type: none"> • Social Participation •Respect and Social Inclusion •Civic Participation and Employment •Communication and Information
	Explore the value of a non on-line supplemental resource and consider expanding scope of on-line links	Chambana Seniors site is marketed and operating	Continuously updated, expanded, and available free to all who might benefit	Online and print resources meeting the needs of older adults in our community	<ul style="list-style-type: none"> • Social Participation •Respect and Social inclusion •Civic participation and Employment •Communication and Information
YEAR 3	Explore potential for a Champaign-Urbana area app that connects older adults with this community and the broader surrounding area	A free mobile app with access to a broad range of appropriate community sites	Free mobile app that facilitates access to community sites	Mobile app was launched	<ul style="list-style-type: none"> • Social Participation •Respect and Social Inclusion •Civic Participation and Employment •Communication and Information

FOCUS AREA: INCLUSION

	TANGIBLE GOAL(S) OR OUTCOMES TO BE ACHIEVED THIS YEAR	CURRENT STATE	DESIRED STATE	HOW SUCCESS WILL BE MEASURED & EVALUATED	DOMAINS OF AGE-FRIENDLY
YEAR 1	Develop a list of and build connections and/or partnerships with underrepresented groups in the community	We are not reaching the entire population of older adults in our community; additionally, many of the services and opportunities for older adults lack coordination	An inclusive community where all older adults feel safe, supported, and included	The development of a list of relevant groups, relationships with community leaders from these groups, and a plan to sustain interactions	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Run a series of focus groups with older adults from groups whose perspectives were not adequately captured in initial survey data, including a focus on the safety needs of older adults in the community, both in their homes and neighborhoods	The voices of many older adults in our community were not adequately captured in our last round of survey collection	Multiple opportunities for older adults from diverse backgrounds to be heard with regard to social inclusion and safety issues	The completion of a series of focus groups that adequately capture diverse perspectives	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Support the development of positive feature articles on older adults in local media	Older adults are occasionally highlighted in local media	Coordinated efforts and features that highlight community contributions of older community members	The increased appearance of positive and useful media features about older adults	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Explore and support the development of regular Age Friendly social events in locations that reach our diverse population	Though many Age-Friendly Steering Committee members interact with older adults through their organizations (or are older adults themselves), we want to increase regular interactions between our group and community older adults, and additionally provide increased opportunities for intergenerational social events	Regular intergenerational social interactions, where committee members have the opportunity to engage with local older adults	The development of and diverse attendance at regularly scheduled social events	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Research nationally and regionally available diverse models of senior living outreach (for example, Villages concept, immigrant welcome and outreach, and shared housing)	Currently models for housing and services for older adults concentrate on standard public or private pay without innovative alternatives to support older adults in a variety of living environments	The increased availability of options for older adults who wish to remain in their homes, and a better understanding of the issues faced by diverse groups of older adults	Increased knowledge of alternative models for community services and housing for older adults and the initiation of conversations about how to integrate models into our community	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information •Community and Health Services

(CONTINUED)

FOCUS AREA: INCLUSION, *CONTINUED*

	GOAL(S)	CURRENT STATE	DESIRED STATE	HOW SUCCESS IS MEASURED	DOMAINS
YEAR 2	Seek admission into the Age-Friendly University Network	From our survey data, we know that a number of older adults believe campus is not an Age-Friendly environment where they feel comfortable or welcome	An inclusive campus environment where people across demographic groups feel welcome to enjoy the University's educational and cultural offerings	Admittance into Age-Friendly University Network and compliance with their goals	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Develop targeted outreach to and communication strategies for underrepresented groups based on focus group data and input from community partners	Older adults in our community come from a variety of diverse backgrounds and the voices of all are not currently represented adequately	Outreach strategies and partnerships that are inclusive of all older adults in our community	Clear and sustaining strategies for interacting with our diverse community partners	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Conduct research on best practices for reaching and better communicating with diverse populations and for eliminating ageism in communications generally. Begin a communication audit of local organizations and their communication	We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes	Communication that is free from ageist and other stereotypes and appropriate for intended audiences	A report that details best practices for communication and the development of materials to disseminate to local organizations	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Explore the development of a volunteer infrastructure	We currently have coordinated opportunities for older adults to volunteer (Retired Senior Volunteer Program), but there is not a coordinated effort to connect with groups who may be interested in volunteering with older adults	Increased opportunities for volunteer organizations to support a diverse population of older adults and to provide intergenerational interactions, with the hope that these interactions will help mitigate ageism	The development of relationships with volunteer service organizations and a database of organizations from which older adult service providers might draw	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information •Community and Health Services
YEAR 3	Based on findings from communication audit, communicate best practices for local organizations and businesses to communicate with a diverse population of older adults	We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes	Communication that is free from ageist and other stereotypes and appropriate for intended audiences	Sustained interactions with local businesses and organizations in the forms of training materials or seminars on eliminating ageism from communications	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Continue to advocate for the safety and inclusion of all older adults in our community based on work started in years 1-2	We anticipate that all of our goals and strategies from years 1-2 will require sustained efforts, follow-up, and people power to ensure we continue to work towards the safety and inclusion of older adults and combating ageism in our community	An inclusive community where all older adults feel safe, supported, and included	Survey results indicate progress	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information

(CONTINUED)

FOCUS AREA: INCLUSION, *CONTINUED*

	GOAL(S)	CURRENT STATE	DESIRED STATE	HOW SUCCESS IS MEASURED	DOMAINS
YEAR 3, CONT.	Work with local groups and organizations to continue to develop a series of intergenerational programs	As our Steering Committee interacts with more groups and older adults in years 1-2, we anticipate that new ideas, interests and opportunities will arise to develop new programming which is generationally inclusive	A community with an abundance of opportunities for people of all ages to interact regularly	The continued attendance and sustaining of regular intergenerational activities and programs	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion •Communication and Information
	Work to diversify Age-Friendly Steering Committee	We currently have diversity on our Steering Committee with regard to age, gender, race, sexual orientation, and occupation, however we suspect that as we continue to grow our outreach efforts we will develop new partnerships and meet new community leaders who would be valuable additions to our group	A Steering Committee that broadly represents the diverse makeup of our community	The presence of community leaders from diverse groups in Champaign-Urbana on our Steering Committee	<ul style="list-style-type: none"> •Social Participation •Respect and Social Inclusion
	Serve as a mentor to, resource for, and partner with other smaller Champaign County villages and towns as they seek to join the Age-Friendly Network of Communities	While the Champaign-Urbana community comprises more than half the County population, there are close to 80,000 residents in surrounding smaller towns and villages, making us the 10 th largest county in the state of Illinois. Currently, only Champaign and Urbana are officially part of the Age-Friendly Network of Communities	Champaign County is recognized as a county livable for people of all ages	Additional Champaign County communities apply to join the Network of Age-Friendly Communities and commit to making their cities livable for people of all ages	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Respect and Social Inclusion •Civic Participation •Outdoor Spaces and Buildings •Housing

FOCUS AREA: TRANSPORTATION

	TANGIBLE GOAL(S) OR OUTCOMES TO BE ACHIEVED THIS YEAR	CURRENT STATE	DESIRED STATE	HOW SUCCESS WILL BE MEASURED & EVALUATED	DOMAINS OF AGE-FRIENDLY
YEAR 1	Ensure that appropriate local agencies will have the current transportation directory on their website	Directory has been developed In September 2018, one agency linked to the directory on their web page and the directory had 33 hits	By March 2020, 25 targeted agencies will have a link to the directory on their webpage; By March 2020, there will be 150 hits on the directory per month	Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Analyze survey data identifying seniors' barriers to public transportation	Discussions within working group on potential agencies to involve in the analysis	Developed plan for funding and implementing a response to the identified barriers (for example, develop working group to establish connections with at least two organizations and plan a feasible bus buddy program)	Two stakeholders and one potential funding option identified	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Find out why some seniors do not take public transit or use ride-share services	Survey data for seniors, senior housing facilities, and assisted living facilities	Prioritize barriers and issues identified by seniors	Number of surveys, from seniors, assisted living homes, and senior centers	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Apply for at least three grants for a Champaign County One-Call One-Click center	One grant submitted	Secure funding before April 2020	Three applications done	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Identify high-density areas of Dash Pass users (reduced public transit fares for community members 65+)	Data inquiry to Champaign-Urbana Mass Transit District regarding Dash Pass routes	Map of urbanized area with Dash-Pass route data complete	Map of urbanized area with Dash-pass data developed	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
YEAR 2	Community actively uses the transportation directory	25 targeted agencies have a link to the directory on their webpage; 150 hits on the directory per month	30 targeted agencies have a link to the directory on their webpage; Continue to get 150 hits on the directory per month Regional Planning Commission updates directory at least once every six months	Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics; Number of travel trainings that include directory	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Continue development of a feasible Bus Buddy program to train and/or assist seniors to use mass transit using survey data and Dash Pass route maps	Two stakeholders and one potential funding options identified	Solidified partnerships with volunteers/stakeholders; Plan developed Some funding secured	Amount of funding secured	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation

(CONTINUED)

FOCUS AREA: TRANSPORTATION, *CONTINUED*

	GOAL(S)	CURRENT STATE	DESIRED STATE	HOW SUCCESS IS MEASURED	DOMAINS
YEAR 2, CONT.	Implement Champaign County One-Click One-Call center based on available funding	Three applications completed	Secured, consistent funding for planning and implementation by the end of Year 2	Amount of funding secured	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Conduct three travel trainings within the year addressing barriers listed in year one surveys	Travel training materials developed based on survey data	Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations	Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
YEAR 3	Implement the Bus Buddy program to train and/or assist seniors to use mass transit	Applied for at least three funding sources; Partnerships solidified; Local senior centers notified of potential new service	Bus buddy program implemented by November 2022	Implementation by November 2022; Number of volunteers; Number of seniors who use the service; Number of trips by type	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Implement the Champaign County One-Click One-Call center	Developed employee/ call center scope of duties; Secured, consistent funding for planning and implementation	Call center implemented in Champaign-Urbana Mass Transit District by March 2021	Number of updates to transportation directory; Number of callers; Type of information requested	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation
	Conduct three additional travel trainings within the year addressing barriers listed in year one surveys and considering year 2 results	Travel training materials developed based on survey data	Involve university students in travel trainings; Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations	Number of surveys; Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held; Number of volunteers	<ul style="list-style-type: none"> •Transportation •Social Participation •Communication and Information •Health and Community Services •Civic Participation



I ILLINOIS

Center on Health, Aging & Disability

COLLEGE OF APPLIED HEALTH SCIENCES

