Elevating Aging-in-Community
in
Carol Stream

A Strategic Guide

Aging in a Changing Region

December 2023

Executive Summary

In 2023, Carol Stream participated in "Aging in a Changing Region", funded by the RRF Foundation for Aging, and led by the Metropolitan Mayors Caucus and Planning/Aging, which developed strategies to elevate Carol Stream's Aging-in-Community support. Specific recommendations were divided into categories: Social Environment; Communication; and Built Environment.

Social Environment Recommendations

- An Aging-in-Community Advisory Team to play an ongoing coordination & review role
- Take a 'whole of government' approach to supporting Aging-in-Community
- Review operations, programs, and facilities for their Aging-in-Community consistency
- Incorporate Aging-in-Community into key municipal programs and initiatives
- Integrate Aging-in-Community into future Community Surveys
- Maintain Library & expand Park District involvement with Aging-in-Community
- Deepen partnerships with AgeGuide and other aging network partners
- Develop mutually beneficial partnerships with local educational partners
- Involve the faith & business communities with the Aging-in-Community effort
- Continue to think broadly & expand the network of Aging-in-Community partners
- Improve collaboration with existing service providers
- Expand Village volunteerism opportunities to better attract older adults
- Attend the Age-Friendly Communities Collaborative & other related activities

Communication Recommendations

- Elevate Carol Stream's commitment to & engagement with Aging-in-Community.
- Better coordinate Carol Stream's existing older adult information sources
- Designate Village staff as Aging-in-Community Ambassadors
- Establish an Aging-in-Community Resource Center
- Consider developing an "Aging-in-Community Handbook"
- Practice anti-ageism in all municipal communications and behavior

Built Environment Recommendations

- Update the Comprehensive Plan with a strong Aging-in-Community focus
- Feature Aging-in-Community transportation & accessibility improvements
- Perform a community-wide walkability/accessibility assessment
- Add informal gathering places for older residents throughout Carol Stream
- View housing issues in part through an Aging-in-Community lens
- Explore adding "Missing Middle Housing" options to the housing stock

These recommendations are fleshed out in this document. It is up to the Village and community to review, select and prioritize recommendations, and develop implementation plans. As Carol Stream's Aging-in-Community conversation is still at a relatively early stage, additional ideas, and strategies can and should be added to this list.

WHAT IS
AGING IN COMMUNITY?

Aging-in-Community *refers to a coordinated municipality-wide effort to support the evolving needs and interests of its diverse aging population.*

Aging-in-Community *uses a broad, community-level lens to identify a set of plans, programs, and services that in combination help support its older residents and is inclusive of the narrower term "aging-in-place" which focuses on one's specific dwelling.*

Aging-in-Community *is a critical component of 'livable community' efforts that address the needs and interests of residents throughout their lifespans.*

*Communities that support **Aging-in-Community** are by definition 'age-friendly' and 'dementia-friendly' communities.*

*Study of **Aging-in-Community** programs throughout the United States identifies key indicators of likely success of a municipality's **Aging-in-Community** program:*

- *Issue champions among (but not overreliance upon) elected officials, staff leadership, and the overall community.*
- *Dedicated human and financial resources*
- *Collaborations with key aging network and other community stakeholders*
- *Coordination between **Aging-in-Community** and other municipal priorities*

The "Aging in a Changing Region" Program

Municipalities throughout the metropolitan Chicago region – like regions throughout the country – are experiencing substantial growth in the number and percentage share of their older adult populations and are looking for strategies to help address these shifts.

Two partner organizations – the Metropolitan Mayors Caucus *(MMC, serving the region's 275 cities, towns, and villages)*, and Planning/Aging *(a consultancy focused on the intersection of city planning and the growing aging population)* – received funding from the RRF Foundation for Aging to assist municipalities' support of Aging-

in-Community. This program – "Aging in a Changing Region" *(AiaCR)* – builds upon the idea that wherever a municipality is in its support of Aging-in-Community, strategic guidance can help elevate its support going forward.

In 2021, 2022, and 2023 MMC invited municipal participation in the AiaCR program. Interested municipalities submitted applications that combined an assessment of their Aging-in-Community goals and work to date, and assistance they envisioned to help advance these goals. The AiaCR municipalities – including the 2023 Cohort of Aurora, Carol Stream,

Schiller Park, South Elgin, and South Holland – reflect the region's diversity in terms of geography, socio-economic factors, community type, and Aging-in-Community experience.

In each selected AiaCR municipality, Planning/Aging works with a self-designated Core Team of key municipal staff and partner stakeholders, which makes the key decisions on how the AiaCR program will be tailored to their community's specific circumstances, goals, and challenges.

Welcome to Carol Stream!

✖ WHAT THIS DOCUMENT ISN'T

✖ **ISN'T** *a detailed physical plan document with specific infrastructure or other capital projects identified and costed out, and their implementation details outlined*

✖ **ISN'T** *a compendium of 'best practices' from other local or non-local municipalities – while identifying approaches from elsewhere can be valuable as references, anything planned for Carol Stream should be tailored to the specifics of Carol Stream*

✖ **ISN'T** *a write-up of a rigorous assessment and planning process with a precise schedule for future evaluations and updates, as Carol Stream's AiaCR involvement was more a qualitative assessment of current conditions and potential future efforts and strategies*

✔ WHAT THIS DOCUMENT IS

✔ **IS** *a practical **strategic guide** focused on how Carol Stream can elevate its current support of Aging-in-Community – designed to be used as an ongoing resource, not to gather dust on shelves due to its unreadability or impenetrability*

✔ **IS** *specific recommendations of further actions Carol Stream may choose to take, either through utilization of its existing resources, joining with other entities in collaborative activities, or by engaging external partners*

✔ **IS** *a working framework of specific action steps that Carol Stream can take to elevate its support of Aging-in-Community, and which can be modified, adapted, or augmented at any point to even better meet evolving community needs*

Carol Stream's Aging-in-Community Context

Carol Stream's Aging-in-Community Commitment

Carol Stream has a legacy of supporting its residents as they live and age in the community. Perhaps its key resource in performing these critical services has been the Police Department's Social Service's unit, which now houses four full-time social workers. The Social Service Unit played the lead role in applying for participation in the AiaCR program, and once Carol Stream was selected, in putting together and leading the Core Team, which also included the Public Library, Colony Park *(Carol Stream's largest affordable older adult community)*, and Bloomingdale and Milton Townships.

The leadership played by the Social Service Unit and other members of the Core Team provides a strong base of community support for Aging-in-Community, and one next challenge is expanding Carol Stream's involvement to include all components of the municipal government so that it truly represents a multi-sectoral and "whole-of-government" approach to supporting Aging-in-Community.

Carol Stream's Demographics

The makeup of Carol Stream's population helps explain the importance of taking a strategic approach towards Aging-in-Community. As shown below, Carol Stream's population is comparable to DuPage County's overall population. Carol Stream's current 65+ *(its 'older adult' population)* makes up 15.1% of the total population, compared to 15.5% in overall DuPage County. But Carol Stream's current 35 through 64 *(its 'middle aged' population)* cohorts constitute 41.4% of the total population, again comparable to DuPage County's 40.5% 'middle aged' population. This suggests that as its current 'middle aged' population transitions into older adulthood, joining many of those remaining in this cohort, Carol Stream's 65+ population share may exceed 25% by the mid-2030s, and could conceivably exceed 40% by the early 2040s. Assuming that the absolute numbers of older adults will be in this range, the only thing that may lower the overall percentage of Carol Stream's population would be a significant influx of younger families. The bottom line here is that Carol Stream is an aging community, and this aging is an ongoing – not a transitory – phenomenon.

Engaging with Workshop #1 attendees

Age Cohorts, 2016-2020

	Carol Stream		DuPage County		CMAP Region	
	Count	*Percent*	*Count*	*Percent*	*Count*	*Percent*
Under 5	2,120	5.4%	54,462	5.9%	508,895	6.0%
5 to 19	7,080	17.9%	178,372	19.3%	1,624,354	19.2%
20 to 34	7,976	20.2%	173,998	18.8%	1,781,246	21.1%
35 to 49	7,683	19.5%	181,429	19.6%	1,688,609	20.0%
50 to 64	8,650	21.9%	193,720	20.9%	1,625,883	19.2%
65 to 74	3,729	9.5%	85,414	9.2%	713,897	8.4%
75 to 84	1,407	3.6%	40,886	4.4%	348,205	4.1%
85 and Over	792	2.0%	17,724	1.9%	160,449	1.9%
Median Age	40.1		39.5		37.7	

Source: 2016-2020 American Community Survey five-year estimates

CMAP Community Data Snapshot | Carol Stream (illinois.gov)

Carol Stream's Housing Stock

Like many suburban communities whose housing stock was largely built over the past fifty years, much of Carol Stream consists of large single-family detached or attached houses. In addition, Carol Stream has a variety of older adult housing complexes, providing a total of about 1,000 dwelling units. It will be instructive to monitor how this housing stock meets the needs of Carol Stream's population as it ages.

Housing Type 2016-2020

	Carol Stream		DuPage County		CMAP Region	
	Count	*Percent*	*Count*	*Percent*	*Count*	*Percent*
Single Family, *Detached*	7,358	50.2%	213,430	59.1%	1,719,774	50.3%
Single Family, *Attached*	2,659	18.1%	42,393	11.7%	253,603	7.4%
2 Units	30	0.2%	3,370	0.9%	237,178	6.9%
3 or 4 Units	528	3.6%	12,176	3.4%	268,464	7.8%
5 to 9 Units	880	6.0%	24,647	6.8%	266,933	7.8%
10 to 19 Units	1,549	10.6%	22,849	6.3%	150,679	4.4%
20 or More Units	1,657	11.3%	41,461	11.5%	494,837	14.5%
Mobile Home/Other*	8	0.1%	895	0.2%	28,748	0.8%

Source: 2016-2020 American Community Survey five-year estimates
"Other" includes boats, recreational vehicles (RVs), vans, etc.
CMAP Community Data Snapshot | Carol Stream (illinois.gov)

Housing Size 2016-2020

	Carol Stream		DuPage County		CMAP Region	
	Count	*Percent*	*Count*	*Percent*	*Count*	*Percent*
0 or 1 Bedroom	1,820	12.4%	46,246	12.8%	550,686	16.1%
2 Bedrooms	4,289	29.2%	86,609	24.0%	958,392	28.0%
3 Bedrooms	4,906	33.4%	118,169	32.7%	1,138,223	33.3%
4 Bedrooms	3,318	22.6%	87,622	24.3%	600,758	17.6%
5 or More Bedrooms	336	2.3%	22,575	6.2%	172,157	5.0%
Median Number of Rooms*	5.8		6.2		6.0	

Source: 2016-2020 American Community Survey five-year estimates
Includes living rooms, dining room, kitchens, bedrooms, etc., that are separated by built-in, floor-to-ceiling walls. Excludes bathrooms, porches, balconies, foyers, halls, and unfinished basements.
CMAP Community Data Snapshot | Carol Stream (illinois.gov)

Carol Stream's Comprehensive Plan

As the goal of a community's Comprehensive Plan is to articulate a vision for its future, it may be instructive to compare Carol Stream's recent commitment to supporting Aging-in-Community with its current Comprehensive Plan, which was adopted in 2016.

Unlike many of the comprehensive plans produced in the 2010s, Carol Stream's 2016 Comprehensive Plan specifically acknowledged the growth of its aging population, and, as importantly, made several references and recommendations to support the growing older adult population, including:

- Calling for "more and varied senior housing" including specifically within the "Town Center Node Key Opportunity Area."

- The adoption of "universal design and visitability principles to support 'aging in place.'"

- Consideration of "mixed-use concepts" in part to support "senior-friendly market rate multifamily" housing options

- Expanding access to transit & improvements to expand Carol Stream's pedestrian and biking environments.

As Comprehensive Plans typically are updated every 10-20 years, and since the growth of its older adult population has played out as predicted, Carol Stream's next Comprehensive Plan should include even more specific focus on its aging population to be intentionally consistent with the community's stated commitment to supporting Aging-in-Community.

Social Services Supervisor Kathleen McNamara welcomed attendees to Workshop #1

Community Engagement

A key component of AiaCR is community engagement, for two reasons. First, no one knows more from a lived or professional perspective what it is like to live and age in Carol Stream than its residents and its engaged stakeholders, and listening and learning from their input is invaluable. In addition, the AiaCR team firmly believes in the concept of "nothing about us without us," in other words, the need to craft strategies informed by the people these strategies will impact.

A major element of the AiaCR community engagement is a pair of educational and strategic workshops staged in each Cohort municipality, planned in coordination with the Core Team. At each workshop, Planning/Aging provides a brief educational background to explain Aging-in-Community, framed in an intergenerational "livable communities for all ages" manner, as values held by older adults – appropriate and affordable housing options, transportation options, convenient goods and services, safe places to gather, and access to information and engagement opportunities – are generally consistent with values held by younger adults.

Planning engagements often include an assessment of a community's assets and challenges. The limited AiaCR scope required an informal streamlined assessment process, in which Planning/Aging spoke with community stakeholders, reviewed guidance documents such as the community's Comprehensive and other plans, and other available, relevant municipal information. In addition, residents and key internal and external stakeholders

Some of Carol Stream's diverse housing stock

were asked to complete brief input/assessment forms on which residents shared their experiences living and aging in the community, and stakeholders assessed how well they felt the community currently supported Aging-in-Community.

Highlights from the resident and stakeholder input were presented, following facilitated discussions that were the core of the workshops: engaging residents to share their lived experiences and ideas as to how the community would be able to best support them in the future; and internal and other stakeholders to consider ways they might augment or modify their services and strategies to better support Aging-in-Community going forward.

Resident Input Forms

- In addition to the public workshops, residents of all ages were invited to complete and submit a short survey to share their lived experience. The Resident Input Forms were made available online, via targeted mailings, and at Village Hall, older adult residences, and elsewhere around town throughout the summer of 2023. A sample Resident Input Form can be found in the Appendix.

- Over 400 Resident Input Forms were completed and submitted, with respondents ranging from those in their 20s to those in their 90s, with the majority in their 50s through their 80s. Respondents' tenure living in Carol Stream ranged widely, from under 1 year to over 60 years. Approximately 2/3 of the Resident Input Forms were submitted electronically, with another 1/3 submitted in a hard copy format.

- In general, the written input received from submitted Resident Input Forms matched up very well with the input received at Workshop #2, as did many of their suggestions and recommendations for additional Aging-in-Community support.

Carol Stream residents have much lived experiences to share

Public Workshops

- Carol Stream's Workshop #1 was held on the morning of Thursday, September 7th, and Workshop #2 was held on the morning of Thursday, October 26th. The Core Team determined the scheduling and decided that a combination of residents and key stakeholders would comprise the target audience for each Workshop.

- Workshop #1 turned out to be a bit of a surprise to its planners. With over 400 Resident Input Forms recently submitted, we anticipated an audience full of residents, however – perhaps as some residents felt that they had already provided their input via the Forms – the audience had only a handful of residents, to go along with about two dozen key municipal and key partner agency stakeholders. The small number of residents on hand did not impede the value of the workshop, as the stakeholders reviewed and commented on the summarized input from the submitted ~400 Resident Input Forms

- Workshop #2 was more aggressively promoted by the Core Team – including securing transportation on borrowed Park District buses for those who needed it – and the results spoke for themselves, as 82 attendees filled the community room at the library. The highlight of Workshop #2 was a facilitated discussion, during which the attending residents and stakeholders shared their lived experiences and perspectives on Carol Stream's current support of Aging-in-Community, as well as identified potential opportunities for elevating this support.

Key Resident Input

The resident input received via Resident Input Forms and at Workshop #2 was largely consistent regarding these key considerations:

- Attendees really enjoy life in Carol Stream, with some of its best cited features being the abundance of services, the responsiveness of its first responders, access to excellent healthcare, the Forest Preserves, and its overall walkability.

- Most older adults – notably workshop attendees or survey respondents -- appear to feel adequately engaged in community activities and life, while those older adults who are not engaged are invisible. Those older adults lacking transportation or who do not speak English are less likely to be engaged in community life.

- Access to information is a key factor in older adult engagement. To the extent that more communication happens through emails and websites, many older adults may be left out. About eighty percent of survey respondents and workshop attendees primarily get information from "old school" means – printed material or word of mouth – with about twenty percent primarily get information through electronic means. Carol Stream has several old school information platforms such as the Examiner newsletter and water bill inserts, and a range of electronic platforms such as the Village's and the Park District's e-newsletters.

- About 1/2 of Resident Input Form respondents and workshop attendees indicate they currently avail themselves of existing various older adult exercise/recreation programs and/or social services in Carol Stream, while the other 1/2 of older adult residents appear unlikely to do so.

- Getting around Carol Sream when not using a car or other type of vehicle is judged to be generally easy:

- A majority indicated that getting around their neighborhoods via walking or other non-vehicular means is generally easy, although sidewalk conditions and maintenance, and cars parked over sidewalks provides challenges.
- An even larger majority feels that Carol Stream's public buildings and spaces are generally accessible and meet their needs, although some business areas are challenging, including not having automatic door openers.
- However, the Park District's bus service which was paused during the height of the pandemic has not been resumed, and it is missed.

- For trips requiring a vehicle, a large majority of Carol Stream's older residents rely on private cars *(either self-driven or driven by others)* to get around, with a smaller number saying that they also use public, older adult, or on-demand transportation services such as the Outreach Community Center's bus, PACE buses or para-transit services, or on-demand services. The schedule limitations and service limitations for people with limited mobilities were cited as significant challenges to these non-automobile-based services.

- When asked about their housing, a large majority of Resident Input Form respondents say their current housing meets their current needs, however about half think they will need to move at some point, with those anticipating a future move indicating that they will look for single-story, smaller, more easily maintained, safer and affordable housing, perhaps providing some live-in services.

- Cited challenges to Aging-in-Community included: sidewalks not being shoveled in business areas; gaps in communication and information dissemination; and gaps in the sidewalk network.

- Suggested additional services or programs to further support Aging-in-Community included:
  - Expanding or enhancing affordable transportation was the main suggestion.
  - Expanding and better publicizing affordable services and programs at the Park District that cater more to older adults, including honoring the Medicare health benefits.
  - Adding benches, fences, and shade trees to make Carol Stream more walkable.
  - Developing more informal older adult gathering spaces and volunteer opportunities.
  - Better linking businesses and the Park District into the Aging-in-Community effort.
  - Lawn, property, handyperson, housekeeping & sidewalk maintenance services.
  - Wellness checks, home-delivered meals, "medicare support" and more therapy services.
  - Technical assistance with computers and cell phones.
  - More affordable/accessible legal services.
  - More/expanded older adult discounts from local businesses and the Park District.
  - Developing a Senior Center and "a real Town Center."

CAROL STREAM PUBLIC LIBRARY

Aging in the Community Workshop

Thurs., Oct. 26, 9-11 a.m.

Library Meeting Room
No Registration Required

We need your input!
Refreshments provided

The Library's attractive bookmark helped publicize Workshop #2

Stakeholder Assessments

Key municipal staff and stakeholder partners were asked to complete Stakeholder Assessments giving their views on how well Carol Stream supports Aging-in-Community. 14 completed assessments were submitted from: the Carol Stream Public Library; the Carol Stream Fire District; the Carol Stream Park District; older adult housing developments *(Colony Park & Windsor Park)*; Outreach Community Ministries; Milton and Bloomingdale Townships; and DuPage County Community and Senior Services. These assessments were rather consistent with the resident input received, although they offered additional insights based on their service-providing experience. A sample Stakeholder Assessment can be found in the Appendix.

Key Stakeholder Input

- Most respondents felt that both they and most Carol Stream residents have limited knowledge about programs and services available for older adults.

- The respondents felt that Carol Stream residents appreciate the programs and services they utilize and would certainly appreciate more such opportunities.

- Respondents feel that transportation, funding, and technical assistance for some older adults are key barriers to expanding programs and services.

- Better partnerships between stakeholder organizations were mentioned as a key factor to improving Aging-in-Community overall.

RECOMMENDATIONS
FOR ELEVATING AGING-IN-COMMUNITY IN CAROL STREAM

✅ SOCIAL ENVIRONMENT

An Aging-in-Community Advisory Team to play an ongoing coordination & review role

Take a 'whole of government' approach to supporting Aging-in-Community

Review operations, programs and facilities for their Aging-in-Community consistency

Incorporate Aging-in-Community into key municipal programs and initiatives

Integrate Aging-in-Community into future Community Surveys

Maintain Library & expand Park District involvement with Aging-in-Community

Deepen partnerships with AgeGuide and other aging network partners

Develop mutually beneficial partnerships with local educational partners

Involve the faith & business communities with the Aging-in-Community effort

Continue to think broadly & expand the network of Aging-in-Community partners

Improve collaboration with existing service providers

Expand Village volunteerism opportunities to better attract older adults

Attend the Age-Friendly Communities Collaborative & other related activities

✅ COMMUNICATION

Elevate Carol Stream's commitment to & engagement with Aging-in-Community

Better coordinate Carol Stream's existing older adult information sources

Designate Village staff as Aging-in-Community point-persons

Establish an Aging-in-Community Resource Center

Consider developing an "Aging-in-Community Handbook"

Practice anti-ageism in all municipal communications and behavior

✅ BUILT ENVIRONMENT

Update the Comprehensive Plan with a strong Aging-in-Community focus

Feature Aging-in-Community transportation & accessibility improvements

Leverage partners' assets as part of broad local transportation planning

Perform a community-wide walkability/accessibility assessment

Add informal gathering places for older residents throughout Carol Stream

View housing issues in part through an Aging-in-Community lens

Explore adding "Missing Middle Housing" options to the housing stock

Recommendations for Elevating Aging-in-Community in Carol Stream

The following recommendations are divided into three broad categories: the **Social Environment** *(which focuses on coordinating and collaborating effectively and efficiently between all of Carol Stream's various human resources, programs, and goals)*; **Communication**; and the **Built Environment** *(which focuses on Carol Stream's physical infrastructure and resources)*. There are obvious and potential overlaps and connections both between specific recommendations and the three recommendation categories.

Reflecting the earlier emphasis on the need for Carol Stream to better coordinate and collaborate with its many existing or potential partners in order to expand its current support of Aging-in-Community into a true Village-wide program, most of the recommendations focus on this area. Fortunately, most of these Social Environment recommendations are rather easy *(and inexpensive!)* to implement.

SOCIAL ENVIRONMENT – COORDINATION & COLLABORATION

An Aging-in-Community Advisory Team to play an ongoing coordination & review role

A wide swath of Carol Stream should collectively "own" Aging-in-Community, and establishing a new, ongoing Aging-in-Community Advisory Team would be invaluable to helping embed the Village's commitment to supporting Aging-in-Community into ongoing Village practice. Ideally, the Advisory Team would consist of a range of residents, including – but not limited to – older adults, and key public and private sector stakeholder members, many of whom participated in the AiaCR Workshops. The Aging-in-Community Advisory Team might be seen as a logical successor to the now-dormant "Senior Services Committee" or "Senior Team."

With staff support, the Advisory Team could be charged with setting its own operational rules, and performing functions such as: meeting regularly to provide a forum for coordinating Aging-in-Community activities; reviewing significant development/redevelopment proposals as to their impacts on Aging-in-Community; helping establish and maintain an Aging-in-Community resource center *(discussed below)* and preparing and presenting to the Village Board a "State of Aging-in-Community in Carol Stream" annual update.

Take a 'whole of government' approach to supporting Aging-in-Community

A key success factor for building a robust Aging-in-Community program is positioning it within a whole of government framework, wherein diverse governmental departments, sister agencies and external stakeholder partners coordinate in addressing shared issues or challenges, rather than delegating Aging-in-Community to a single staff person, department, or

Mitchell Lakes Park is one of Carol Stream's many fine outdoor facilities

agency. While the Police Department's Social Services unit currently plays a key role interfacing with many older residents, bringing other departments into active roles would provide a multi-sectoral and more impactful approach to supporting Carol Stream's older adults. At a minimum, key department heads should interface with the new Aging-in-Community Advisory Team described above and attend the recommended annual presentation of a "State of Aging-in-Community in Carol Stream" report to the Village Board.

Review operations, programs and facilities for their Aging-in-Community consistency

Village department and sister agency staffs should conduct a review of their operations, plans, programs and facilities to identify any physical barriers, wording or other requirements that explicitly or unintentionally undercut support for Aging-in-Community, and work with the Aging-in-Community Advisory Team to remedy any findings. Even if this review does not unearth any unintentional barriers, it may reveal opportunities for enhancements to foster broader community *(not limited to just older adult)* participation.

Incorporate Aging-in-Community into key municipal programs and initiatives

Aging-in-Community should become an important lens through which proposed or existing Carol Stream projects, programs or strategies are viewed and evaluated – whether the initiatives are seen as primarily benefitting economic development, municipal infrastructure, sustainability, public safety, or other key municipal agendas. This evaluation should ask: how do these projects, programs or strategies impact the older adult population, and how could they advance Carol Stream towards being a livable community that supports residents of all ages? Municipal infrastructure projects should be reviewed in their design stage as to their Aging-in-Community impacts, and enhancements should be made as needed to leverage the projects' benefits to supporting Aging-in-Community. In doing this, the Village may find that impacts on older adults will often be consistent with impacts on the overall population – this underscores the notion that support for Aging-in-Community is a key component of being a livable community for all ages.

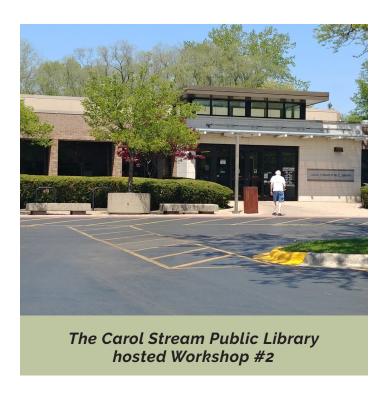## Integrate Aging-in-Community into future Community Surveys

As recently as 2021, the Village has commissioned an outside contractor to perform a Community Survey to gauge residents' assessment of Village services and quality-of-life, and these surveys can include specific Carol Stream questions. Future Community Surveys provide an ongoing opportunity to engage residents on Aging-in-Community matters and should coordinate with the Village's ongoing commitment to supporting Aging-in-Community and seek relevant input. In addition, integrating Aging-in-Community into future Community Surveys will underscore the idea that Aging-in-Community should be seen as an essential element of overall Carol Stream livability and quality-of-life.
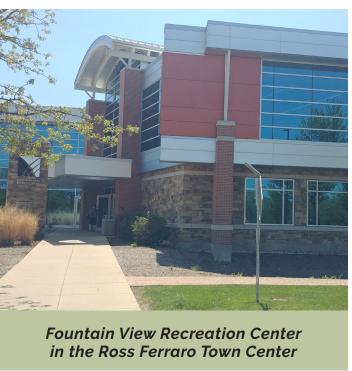
Maintain Library & expand Park District involvement with Aging-in-Community

The Carol Stream Public Library has played a leading role in the AiaCR engagement and provides a wide range of Aging-in-Community supporting services, programs, and activities. This important partnership should be maintained. The Carol Stream Park District is also a key strategic partner, offering a range of older adult programs and services. As the Carol Stream Public Library and the Park District both play key civic roles and in the lives of older residents, they should be engaged to offer affordable activities, and be well-integrated in Carol Stream's village-wide Aging-in-Community effort.

Deepen partnerships with AgeGuide and other aging network partners

AgeGuide is the state-designated and federally-funded agency designated to coordinate and sponsor services provided by partner agencies in DuPage County to assist older adults to remain in their homes and communities. Aggressively continue

The Carol Stream Public Library hosted Workshop #2

Fountain View Recreation Center in the Ross Ferraro Town Center

to engage in partnership discussions, as AgeGuide's and their partner agencies' resources are spread thin throughout the region, and their funding decisions factor in municipal support and partnerships. AgeGuide and their aging network partners can also provide specific services such as Dementia-Friendly training.

A good amount of Carol Stream is zoned for multi-family residences

Develop mutually beneficial partnerships with local educational partners

As Carol Stream envisions support for Aging-in-Community as a municipality-wide initiative, it may wish to explore potential partnerships with its community educational institutions, some of which might provide human, facility, and transportation assets. Carol Stream is currently served by seven separate school districts – Districts 200, 94, 93, 87, U46, 41 and 25 – who might be interested in potentially mutually beneficial intergenerational partnership opportunities, including service-learning placements, internships, technical support, and mentoring that could not only provide benefit to their students, but would allow older adults to function as resource-providers rather than be seen solely as resource-users. In addition, the College of DuPage operates the Carol Stream Center, which already offers a range of community-supportive facilities and services and may be amenable to growing this partnership.

Involve the faith & business communities with the Aging-in-Community effort

Carol Stream's faith community was virtually absent from this engagement, although churches and other places of worship play a substantial role supporting the community's older adults and their caregivers. Faith community representatives might be invited to participate in the new Aging-in-Community Advisory Team. Similarly, the business community should be pursued as a partner, as residents speak of their desire to be better engaged with and supported by local retail and commercial businesses. The Carol Stream Chamber of Commerce, or its recently reconvened Women in Business Round Table might be potential points of connection.

Continue to think broadly & expand the network of Aging-in-Community partners

The Core Team members and the attendees at the AiaCR Workshops included a range of stakeholder organizations whose work focuses on supporting local older adults. In addition to these already-engaged stakeholder partners, other community-based organizations – such as Wayne Township – provide various older adult-related or focused programs and services and should be viewed as potential partners for Carol Stream's ongoing municipality-wide Aging-in-Community efforts.

Improve collaboration with existing service providers

This engagement suggested that knowledge gaps exist between Carol Stream municipal staff and the local/regional aging network and other external stakeholder partners that support older adults and their caregivers with a range of support services. Efforts *(such as the new Aging-in-Community Advisory Team & the Resource Center discussed above)* and ongoing collaboration and cross-training would help elevate overall staff awareness of existing service-providers and their ability to refer older adult Carol Stream residents and caregivers to such resources. This ongoing collaboration could also yield additional partnership opportunities such as staging comprehensive older adult information or health resource fairs.

Expand Village volunteerism opportunities to better attract older adults

Resident input both at the Workshops and via the Resident Input Forms evidenced strong potential for better leveraging the largely underrealized capacity of many retired older residents who wish to continue to contribute without "working." The Village website currently lists four

specific volunteer programs, but it is likely that various local organizations would also welcome volunteer efforts. The Village could either broaden its current list of volunteer opportunities, or develop and maintain a centralized, and well-publicized Volunteer Center program, which might be coordinated with the Aging-in-Community Advisory Team.

Attend the Age-Friendly Communities Collaborative & other related activities

The quarterly Age-Friendly Communities Collaborative meetings typically include representatives of several dozen regional municipalities involved with Aging-in-Community activities and provide topical knowledge and peer-to-peer learning opportunities. Carol Stream's experiences with and lessons learned from the AiaCR program during 2023 will likely be of interest to other municipalities. Involvement with the Collaborative also serves as a good portal to other regional Aging-in-Community activities sponsored by a range of stakeholder entities, such as the bi-monthly American Society on Aging topical roundtables *(see the Resources section for further information)*. Carol Stream may wish to also participate in MMC's Housing & Community Development Committee which addresses Missing Middle Housing, Universal Design, and other relevant Aging-in-Community considerations.

One of many Carol Stream neighborhoods

The Carol Stream Village Hall & Police Station

COMMUNICATION

Elevate Carol Stream's commitment to & engagement with Aging-in-Community

While the Carol Stream Police Department Social Services Unit provides a resource list, it is not easy to locate, especially for those looking for older adult resources. The Village can demonstrate its commitment to Aging-In-Community by providing a "Aging-In-Community" landing page with links to important resources for older adults and a statement of support for "Aging in Community."

Better coordinate Carol Stream's existing older adult information sources

There are many current information sources and platforms that partly or wholly target older adults in Carol Stream – some are run by the Village (the Senior Newsletter) and others by partner organizations such as the Library, the Park District (the Adult Trips & Events Guide), the Township newsletters, the DuPage Senior Council, etc. There may be other potential communication platforms such as Utility Bills that are to-date under-utilized for their outreach potential. An effort to inventory and evaluate the existing information sources to determine how effective and coordinated an information stream they provide for Carol Stream's older residents would be a good first step, followed by potential action steps on how to coordinate/augment/modify them as needed. DuPage County also offers a 211 service that allows residents to connect with critical health and human resources any time day or night.

Designate Village staff as Aging-in-Community Ambassadors

Carol Stream is likely similar to many municipalities, where residents or other stakeholders need to navigate multiple departmental webpages, depending upon their issue or concern. It is likely that some residents – including but not limited to older adults – find this confusing or overwhelming. Designating and publicizing a specific staff liaison in each key public-facing department as their 'Aging-in-Community point-person' would make Carol Stream's government more efficient and more accessible to older adults. The departmental Aging-in-Community liaisons should meet periodically – perhaps in conjunction with the proposed Aging-in-Community Advisory Team – to learn from one another and identify ways to address common issues proactively and in a coordinated manner.

Establish an Aging-in-Community Resource Center

The AiaCR workshops showed that residents and key stakeholders often lack knowledge as to existing services and programs available to Carol Stream older adult residents. This lack of knowledge restricts the ability of older adult residents and their caregivers to avail themselves of valuable resources and hampers the ability of municipal stakeholders to make referrals to these resources. One response to this issue might be the establishment and maintenance of a one-stop Resource Center – likely located at Village Hall -- at which residents and stakeholders can learn about and access hard copy information on existing resources provided by the range of municipal and partner stakeholder organizations. In parallel, electronic information could be made available at a digital Resource Center well-located on the Village website. The Resource Center might

be initially established by the new Aging-in-Community Advisory Team with staff assistance, with provisions for its ongoing maintenance and updating established and agreed upon upfront.

Consider developing an "Aging-in-Community Handbook"

Residents and stakeholders in most AiaCR municipalities decried the scattered nature and difficulty of accessing necessary information for older adults or their caregivers. To help address this, then-AiaCR partner organization Chicago Metropolitan Agency for Planning (CMAP) worked with 2021 AiaCR Municipality Park Forest to develop an "Aging-in-Community Handbook" and a 'how-to' document (found in the Resource section) intended to help interested municipalities develop and maintain their own handbooks. Carol Stream may wish to contact CMAP to discuss developing such a handbook. Ongoing challenges to developing a handbook are its maintenance and updating needs and determining appropriate distribution platforms to maximize its value to its intended users.

Practice anti-ageism in all municipal communications and behavior

Ageism is discrimination against older people, often due to negative and inaccurate stereotypes. Just as anti-racism is the practice of actively identifying and opposing racism, anti-ageism identifies, calls out, and looks to change anything that perpetuates ageist ideas or behavior. Consciously ensure that all references to Carol Stream's older adults characterize them as civic assets and resources to be leveraged, rather than viewing them solely through a needs-based or a medical lens.

BUILT ENVIRONMENT –
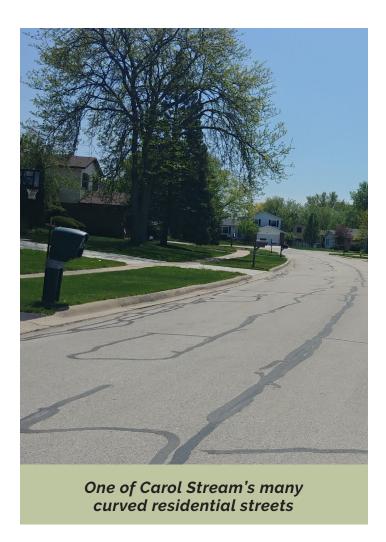## PLANNING/HOUSING/ TRANSPORTATION/ ACCESSIBILITY/PUBLIC SPACES

Update the Comprehensive Plan with a strong Aging-in-Community focus

Carol Stream's current Comprehensive Plan was adopted in 2016, and it looked to 2030 and offered several recommendations that would be consistent with and supportive of Carol Stream's current interest in a municipality-wide support of Aging-in-Community. Since Comprehensive Plans typically are updated every 10-15 years, Carol Stream's next Comprehensive Plan should include an even more specific focus on its evolving population and Aging-in-Community.

Ways a new Comprehensive Plan could support Aging-in-Community throughout Carol Stream include developing Aging-in-Community standards for future projects, and by identifying specific features that could be added to existing neighborhoods or shopping districts, and in future projects. Examples of Comprehensive Plans that focus on Aging-in-Community may be found in the Resources section.

Feature Aging-in-Community transportation & accessibility improvements

Carol Stream does not appear to have a free-standing transportation plan, and its most recent transportation overview appears to be the "Transportation Improvements" chapter of the 2016 Comprehensive Plan. While this chapter rightly addressed some of the challenges and needed improvements to Carol Stream's public transit and pedestrian environment, the next Comprehensive Plan should review the progress made to date

One of Carol Stream's many curved residential streets

and take an even broader view of how a range of transportation and accessibility enhancements would help support Carol Stream's whole-of-government Aging-in-Community approach.

Leverage partners' assets as part of broad local transportation planning

As transportation is a key issue *(and will likely only increase in its importance over time)*, leveraging both existing rolling stock and human transportation resources is a wise approach for Carol Stream to take. Continuing to build relationships with community partners – such as the Outreach Community Center, the Western DuPage Special Recreation Association, the College of DuPage's Carol Stream Center, and others with buses or vans – may help with the rolling stock side of the equation.

Perform a community-wide walkability/accessibility assessment

As residents cited many examples of walkability and accessibility challenges in parks and in public right-of-way throughout the Village due to missing or under-maintained sidewalks, curb cuts, the lack of trees and shade, benches and other physical infrastructure, Carol Stream may wish to conduct a walkability/accessibility audit, which could be performed by the Aging-in-Community Advisory Team or a specially convened body of residents and municipal staff. Many such assessment tools exist and be accessed at little or no cost *(see the Resources section)*. Identified gaps should be prioritized into Carol Stream's Capital Improvements program.

Add informal gathering places for older residents throughout Carol Stream

Many residents spoke to the importance of providing informal opportunities for older adults to continue to engage with the broader community, partly as a strategy to combat social isolation. This effort need not require significant capital investment, and valuable first steps might include: performing an inventory of existing and potential informal gathering places throughout the Village, noting gaps and opportunities; including the business and faith communities in this inventorying effort; and mindfully including informal gathering or drop-in centers in the design or re-design of civic facilities. This effort might be coordinated with the new Aging-in-Community Advisory Team.

View housing issues in part through an Aging-in-Community lens

While Carol Stream is fortunate to have several fine older adult housing communities, many independently living older residents speak to their current or potential future housing-related concerns, such as their ability to navigate multiple-story single family houses, affordability, and upkeep challenges. Viewing issues about the condition and affordability of the Village's overall housing stock in part through an Aging-in-Community lens will better identify older-adult related housing needs, help quantify gaps, guide housing-related policy decisions, and inform potential development and/or redevelopment planning.

Explore adding "Missing Middle Housing" options to the housing stock

The phrase "Missing Middle Housing" refers to a spectrum of creative smaller-scale buildings with multiple units in walkable neighborhoods, some of which might fit Carol Stream's housing needs and support Aging-in-Community. It might be a valuable and proactive exercise to utilize the Missing Middle Housing framework *(see the Resources section of this document)* and determine whether Missing Middle Housing types would be allowable under Carol Stream's existing Unified Development Ordinance and Zoning District requirements. If barriers are identified, they should be addressed in coordination with the new Comprehensive Plan effort discussed above.

Aging-in-Community Resources

Listed below are some of the better centralized document repositories at which to find Aging-in-Community resources. There may be some redundancies as certain documents may be included in multiple repositories. Some of these repositories will provide links to additional resources. Carefully evaluate any resources found here for their applicability to Carol Stream's specific interests and needs.

The Police Department's Social Services Unit also maintains a database of Carol Stream Social Service Agencies – **Social Service Resources | Village of Carol Stream, IL** – which is a rich depository of trusted stakeholder partners.

Aging in a Changing Region Partner Organization Resources

Aging-in-Community - Mayors Caucus
Aging-in-Community is one of the Metropolitan Mayors Caucus' signature initiatives, and it has developed and assembled resource materials and documents both for its Age-Friendly Communities Collaborative and as part of this Aging in a Changing Region program.

AFCC REPOSITORY - Google Drive
This data repository is maintained by the Metropolitan Mayors Caucus and includes both resource materials and documents developed for its Age-Friendly Communities Collaborative.

Home - CMAP (illinois.gov)
The Chicagoland Metropolitan Agency for Planning *(CMAP)* is the federally designated metropolitan planning organization for the seven-county metropolitan Chicago region, and develops and provides plans, programs, and other initiatives.

CMAP Community Data Snapshot | Carol Stream (illinois.gov)
CMAP has assembled Census and other data over time into data snapshots for each municipality in the region.

94b4305c-4586-4bd3-acf1-e177194f8820 (illinois.gov)
CMAP developed this Aging in Place white paper in 2016.

Planning Aging-Supportive Communities
This 2015 American Planning Association *(APA)* Planners Advisory Service report was primarily authored by Brad Winick of Planning/Aging. APA members can download the report for free, others are required to purchase it for $25.

AgeGuide

AgeGuide *(officially known as AgeGuide Northeastern Illinois)* is the Area Agency on Aging as designated by the federal Older Americans Act and the Illinois Department on Aging, and serves as the planning and service agency for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties, and supports partner agencies to provide a range of aging-in-community services.

Senior Center - Bloomingdale Township

Bloomingdale Township and its Michael A. Miliotti Senior Center supports many qualifying Carol Stream residents with a range of services including meal provision, financial services, recreational and volunteer services, RTA reduced fare card applications, vehicle stickers, and the "Senior Connection" monthly newsletter.

Milton Township

Milton Township provides a range of services to qualifying Carol Stream older adult residents, including participation in the Ride DuPage program, meal provision, health and financial services, recreational services, RTA reduced fare cards, vehicle and parking stickers, and utility assistance.

WayneTwp: Seniors (waynetwp-il.org)

Wayne Township operates a senior center and provides a range of services and programs for qualifying Carol Stream residents, including recreational classes and activities, day and extended trips, food, financial and pharmacy assistance, Medicare insurance counseling, a lending closet and a monthly newsletter.

DuPage County Community Services

The DuPage County Community Services Department offers a wide range of home and community-based programs and services for older residents, including meal provision, financial, housing, utilities, transportation, caregiving, and well-being services.

Serving Carol Stream Seniors | DuPage Senior Citizens Council (dupageseniorcouncil.org)

Since 1975, DSCC has been providing programs and advocating for services that help seniors thrive in the secure comfort of home. It provides a range of services for Carol Stream's older adult residents, including meal provision, friendly phone calls, well-being checks, pet care and food assistance, and yard maintenance services

Ride DuPage – Official Website for Transportation Assistance in DuPage County

Ride DuPage is a transportation program that provides bus or taxi services for people who need travel assistance due to physical or cognitive limitations. Subsidized by a partnership of townships, cities, villages, Pace and DuPage County, Ride DuPage offers curb-to-curb transportation 24 hours a day, 7 days a week at significantly reduced rates. Milton Township is currently a service provider partner, but Carol Stream and Bloomingdale or Wayne Townships can also enroll to participate.

CSLIBRARY.org | Carol Stream Public Library

The Carol Stream Public Library provides targeted programs and services offered at no-cost to older adult residents, including AARP driving classes; Medicare and retirement programs; film, craft, cooking, gardening, and introductory technology programs; Large Print collections; Curbside and Home Bound delivery services. A quarterly newsletter is mailed to residents

with current program and service information. The Library is ADA compliant and easily accessible, providing a pleasant and welcoming environment seven days a week and online 24/7.

CSPARKS.org | Carol Stream Park District
The Carol Stream Park District currently offers a wide range of individual, family, and older adult programs, activities, classes, and services. Having performed a Needs Assessment Survey in 2017, leading to the development of Strategic and Master Plans in 2018 *(currently not available on the Park District's website)*, the Park District may be interested in becoming an even more significant partner in Carol Stream's municipality-wide support for Aging-in-Community.

Outreach Community Center Carol Stream – Outreach (weareoutreach.org)
Outreach Carol Stream is a multi-purpose, neighborhood resource center serving residents in southeast Carol Stream since 1986. Outreach Carol Stream supports older adults in maintaining their independence and positive well-being through practical assistance, transportation, budgeting, and regular social activities, including bi-monthly Lunch and Learns, weekly art classes, holiday celebrations, and more.

WDSRA
The Western DuPage Special Recreation Association provides a wide range of recreational activities, day programs, transportation, and other services for people with disabilities.

Carol Stream Center | COD Centers | College of DuPage
The College of DuPage operates a Carol Stream Center, which provides a range of facilities and programs, including a number of community-supportive services.

Aging-in-Community General Resources

American Society on Aging (ASA) Roundtables
The local chapter of the American Society on Aging stages free bi-monthly topical Roundtables, often on Aging-in-Community topics. Now being staged virtually since COVID-19, they had previously been presented at Rush University Medical Center in Chicago. Bonnie Ewald (Bonnie_Ewald@rush.edu) serves as the roundtable coordinator.

AARP Livable Communities Publications and Resources
This is the best location at which to explore AARP's many resources, including its Livable Communities and Public Policy Institute initiatives and publications, and the AARP Network of Age-Friendly States and Communities. As an Age-Friendly Community, South Elgin should have full access to these resources.

AARP Illinois
The AARP-Illinois office has a number of staff persons involved with advocacy and community engagement and can serve as a local link to national AARP programs.

Resources for Age-Friendly Communities | The Henry and Marilyn Taub Foundation
The New Jersey-based Taub Foundation includes aging-in-community as one of its primary focus topics and maintains a comprehensive and well-organized aging-in-community library.

Age-Friendly Resources | Grantmakers in Aging (giaging.org)
New York City-based Grantmakers-in-Aging is the preeminent membership organization for philanthropies focused on aging issues. It maintains a resource center full of GIA-funded and other resources.

Publications (usaging.org)
Washington DC-based USAging *(formerly the National Association of Area Agencies on Aging – "n4a")* maintains an extensive searchable database of primarily n4a-sponsored reports and other documents.

Research (ncoa.org)
The Washington DC-based National Council on Aging *(ncoa)* provides research articles and other materials for older adults, caregivers, aging professionals and advocates, primarily developed by ncoa staff and its partners.

Community for All Ages Plan by City of Lees Summit - Issuu
In 2018, Lee's Summit, Missouri developed and adopted this multi-sectoral plan that informs its Comprehensive Plan and other plans.

Search (planning.org)
(American Planning Association resources search results for "aging-in-community")
The American Planning Association maintains a resource library searchable by topic, including this link to Aging-in-Community resources.

Planning Resources

Communities for All Ages | MARC
The Kansas City region's "Communities for All Ages" and "First Suburbs Coalition" programs are two of the country's preeminent regional and municipal Aging-in-Community programs. The program and its participating municipalities have developed a wealth of valuable resources.

Grandview 2030 by grandview1 - Issuu
Grandview, Missouri's 2020 Comprehensive Plan update contains plan elements that meet Communities for All Ages specific recommendations for helping Grandview better support Aging-in-Community. This is one of the clearest examples of linking Aging-in-Community and a Comprehensive Plan.

Building a Community for All Ages | City of Raymore, MO
In 2017, Raymore, Missouri developed and adopted this fine standalone Aging-in-Community plan in part to achieve the highest (Gold) level recognition in the Communities for All Ages program. This plan specifically links to the city's previous plans.

Transportation/Accessibility Resources

Aging and Disability Transportation Overview | NADTC *(National Aging and Disability Transportation Center)*
The National Aging and Disability Transportation Center *(NADTC)* is a program initially funded in 2015 by the Federal Transit Administration and administered by Easterseals and the former National Association of Area Agencies on Aging (n4a). Its resource center provides information on transportation for older adults and people with disabilities.

National Center for Mobility Management
The National Center for Mobility Management is a program of NADTC that focuses on and maintains resources on person-centered transportation services.

AARP Walk Audit Tool Kit
AARP's national website offers a host of easily usable walkability and walkability-related tools and resources, many of which are free to interested municipalities.

[Sidewalk Accessibility Tools (uic.edu)](uic.edu)
The University of Illinois at Chicago's Applied Health Sciences' Disability and Human Development department has partnered with the Metropolitan Mayors Caucus and other partners to provide a suite of Sidewalk Accessibility Tools and can help support communities to access and improve their existing sidewalk networks.

Housing/Aging-in-Place Resources

[North West Housing Partnership – Affordable Housing, IL (nwhp.net)](nwhp.net)
This northwest metropolitan Chicago area suburban five-town collaborative runs several housing programs, including their Handyman Program which helps support aging-in-place and aging-in-community.

[Aging in Place Resources | Aging In Place Resources for Seniors Living at Home](#)
Aginginplace.com is maintained by its Oregon-based founder Patrick Roden, a nurse by training, and it maintains a comprehensive set of resources dedicated to supporting older adults aging in place.

[HomesRenewed™ Resource Center](#)
HomesRenewed was founded by Maryland-based contractor and aging-in-place advocate Louis Tenenbaum and its website provides various aging-in-place materials and resources.

[Aging in Place: Growing Older at Home | National Institute on Aging (nih.gov)](nih.gov)
The National Institute on Aging is a program of the U.S. Department of Health & Human Services and has developed a database of aging-in-place resources.

[Senior Home Sharing](#)
For over 40 years, Senior Home Sharing has empowered lower income DuPage older adults to remain healthy active community members by creating access to affordable shared housing, home-based mental health assessment and treatment, nutritious meals, and other support tailored to their evolving needs.

[IHDA – Illinois Housing Development Authority](#)
This state agency's mission is "to finance the creation and preservation of affordable housing in Illinois" and administers numerous programs to support lenders, developers, local government, nonprofits, community groups, homeowners and renters in delivering and maintaining affordable housing.

[Missing Middle Housing: Diverse choices for walkable neighborhood living](#)
Opticos Design founder Daniel Parolek coined the term "Missing Middle Housing" to convey the provision of enhanced housing options for sustainable, walkable communities. This link provides many examples and resources. Opticos maintains a Chicago office and is associated with the Metropolitan Mayors Caucus.

[Free Publication: Discovering and Developing Missing Middle Housing (aarp.org)](aarp.org)
AARP in 2022 partnered with Opticos to develop this resource, designed in part to help municipalities better understand and support the potential development of Missing Middle Housing in their communities.

[Universal Design | RL Mace Universal Design Institute (udinstitute.org)](udinstitute.org)
The Ronald L. Mace Universal Design Institute is a non-profit organization based in North Carolina dedicated to promoting the concept and practice of accessible and universal design. Its founder Richard Duncan has worked with communities to help support Aging-in-Community and is associated with the Metropolitan Mayors Caucus.

Ageism Resources

Home (reframingaging.org)
The Reframing Aging Initiative began in 2012 as a shared initiative of eight national aging organizations to find out how the American public perceives of aging, and once it was determined that this perception was negative, developing an infrastructure of strategies and techniques to convey more positive and supportive messaging. This website offers many tools and resources.

Old School: Anti-Ageism Clearinghouse
This clearing house was established by anti-ageism activist Ashton Applewhite and her colleagues, and it provides free and vetted resources to help educate people about ageism and how to dismantle it.

Intergenerational Resources

Resources - Generations United (gu.org)
Generations United is the preeminent national advocacy and informational organization supporting intergenerational collaborations, programs, and policies. Established by a group of organizations that focused on different portions of the lifespan, it maintains a resource library.

Appendix A

Carol Stream
Resident Survey Questions

Carol Stream Resident Survey

The Village of Carol Stream needs your input! Please share your views on resources/programs for older adults in Carol Stream. Please note: You do NOT need to be an older adult to share – We want to hear from everyone, regardless of age.

Please complete and submit this input form. **Your name or contact information is not required.**

* Indicates required question

1. Name (optional)

   _____

2. Address (optional)

   _____

3. What is your current age? *

   _____

4. How long have you lived in Carol Stream?

   _____

5.   How do you get information about Carol Stream's general programs, services, or events?

6.   How do you get information about the programs or services offered to support Carol Stream's older adult residents?

7.   Do you currently use any programs or services offered to support Carol Stream's older adults? If so, please indicate which ones:

8.   Are there additional programs or services that might be offered to support Carol
       Stream's older adult residents? What types:

_____

_____

_____

_____

_____

9.   Describe your current home situation (single-family house, townhome, apartment,
       in an older adult building, etc.)

_____

_____

_____

_____

_____

10.   Does your current home meet your current needs?

       Mark only one oval.

       ◯ Yes

       ◯ No

11.   Will you be able to age in your current home (Stay) or will you have to move at
       some point (Move)?

       Mark only one oval.

       ◯ Stay

       ◯ Move

12.   If you feel you will need to move at some point, how will your next home have to be different from your current home?

_____

_____

_____

_____

_____

13.   What mode of transportation do you use to get around town? (private car, public transportation, Uber/Lyft, other means?)

_____

_____

_____

_____

_____

14.   When either walking or using an assistive devices (wheelchair, walker, cane, etc.) do you generally find it easy to get around Carol Stream?

Mark only one oval.

◯ Yes

◯ No

◯ Not Applicable

15.   Do you generally find Carol Stream's public places (parks, public buildings, etc.) easily accessible and adequate for your use?

Mark only one oval.

◯ Yes

◯ No

16. Do you generally find your neighborhood easily accessible and adequate for your use?

Mark only one oval.

◯ Yes

◯ No

17. Please share any additional ideas about how Carol Stream could better support older adults Aging-in-Community:

_____

_____

_____

_____

_____

Appendix B

Carol Stream
Stakeholder Survey Questions

Stakeholder Survey

We need your input! We are engaged in a community survey to determine the scope of resources and programs available to older adults
living in Carol Stream. It is our goal to promote a community in which our
seniors can remain living in Carol Stream as they age and require more
services/supports --- "Aging-in-Community."
In order to do that, we want to hear from our trusted partners.

* Indicates required question

1.   Name *

      _____

2.   Agency Name *

      _____

3.   Department/Title *

      _____

4.   Today's Date *

      _____

      Example: January 7, 2019

5. How well do you feel these programs, services, plans and ordinances support Aging-in-Community?

_____

_____

_____

_____

_____

6. What do Carol Stream residents tell you about how they feel about existing programs, services, plans, and ordinances in relation to "Aging-in-Community."

_____

_____

_____

_____

_____

7. How do you feel that your programs, services, plans, and ordinances might even better support Aging-in-Community?

_____

_____

_____

_____

_____

8.   Can you identify specific examples of ways in which your programs, services, plans, and ordinances contain barriers or impediments to Aging-in-Community?

_____

_____

_____

_____

_____

9.   How can these barriers or impediments to Aging-in-Community be eliminated?

_____

_____

_____

_____

_____

10.   What is an achievable timeframe to identify and implement changes that will eliminate barriers or impediments to Aging-in-Community in your existing programs, services, plans and ordinances?

_____

_____

_____

_____

_____

11.   Please share any additional thoughts, ideas or suggestions that you have on Aging-in-Community:

_____

_____

_____

_____

_____

Part 2

For municipal departments and partner agencies that manage physical properties (facilities, outdoor spaces, streets, sidewalks, trains, etc.) - please also evaluate your physical properties to determine the following:

12.   Name

_____

13.   Agency Name *

_____

14.   Department/Title

_____

15.   Today's Date

_____

Example: January 7, 2019

16.   How well do you feel these physical properties support Aging-in-Community?

_____
_____
_____
_____
_____

17.   What do Carol Stream residents tell you about how they feel our existing physical properties support Aging-in-Community?

_____
_____
_____
_____
_____

18.   How do you feel that your physical properties might improve support Aging-in-Community?

_____
_____
_____
_____
_____

19.   Can you identify specific examples of ways in which physical properties contain barriers or impediments to Aging-in-Community?

_____
_____
_____
_____

20. How can these barriers or impediments to Aging-in-Community be eliminated?

_____

_____

_____

_____

_____

21. What is an achievable timeframe to identify and implement changes that will eliminate barriers or impediments to Aging-in-Community in your existing physical properties?

_____

_____

_____

_____

_____

22. Please share any additional thoughts, ideas, or suggestions that you have on Aging-in-Community:

_____

_____

_____

_____

_____

Google Forms

Acknowledgements

Carol Stream Residents
Over 400 Carol Stream residents participated in this engagement, including nearly 300 who submitted hard copy or electronic Resident Input Forms, and over 80 residents who attended and participated in the resident-focused public workshops. Their input was invaluable to the project.

Resident Attendees at Workshops *(apologies for any misspellings)*
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Representatives from Stakeholder Organizations
Bill (Bump) Waghorne, *Bloomingdale Township Senior Center Manager **(Core Team member)*** • John Menino, *Milton Township Supervisor **(Core Team member)*** • Mary Anselmo, *Manager, Colony Park Apartments (Mercy Housing), **(Core Team member)*** • Toinette Consalvo, *Colony Park Apartments (Mercy Housing)* • Bunny Mirrilees, *Windsor Park* • ShaTonya Herring, *DuPage County Supervisor Adult Protective Services* • Ashley Jones, *DuPage County Supervisor Adult Protective Services* • Tracey Paprock, *DuPage County Supervisor Adult Protective Services* • Linda Hawkins, *Outreach Community Center Older Adult Program* • Rita McDonough, *DuPage Senior Council*

Carol Stream Elected Officials & Staff Participants
Mayor Frank Saverino • Joe Anselmo, *Village Trustee* • Greg Schwarze, *DuPage County Board Member (District 6* • William Holmer, *Chief of Police (now Village Manager)* • Joseph Carey, *Assistant Village Manager* • Brad Fink, *Director of Public Works* • Kathleen McNamara, LCSW, MPA, *Police Department Social Services Supervisor **(Core Team member)*** • Carol Cadle, *Carol Stream Police Department* • Eileen Molloy-Langdon, LCSW, *Police Department Social Services* • Jazmin Garza, LCSW, *Police Department Social Services* • Christopher Binder, MSW, *Police Department Social Services* • Marina Hernandez, AA, *Police Department Social Services* • Susan Westgate, *Director, Carol Stream Public Library **(Core Team member)*** • Clare Lee, *Adult Services, Carol Stream Public Library*

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ABOUT THIS DOCUMENT

This document itself was produced to be supportive of Aging-in-Community. All of the graphic details – font selection, a minimum 12-point font size, page layouts, the inclusion of graphics, avoiding the use of reversed-out text on light colored backgrounds, etc. – were made to make this document easily legible for anyone with visual sensitivity issues. Just as the body of this document makes the case that municipal decisions supportive of Aging-in-Community are innately supportive of livable communities for all ages, this document itself should be seen as innately supportive of readers of all ages.

One final Aging-in-Community recommendation is that all municipal documents, websites, social media postings, etc. should consciously strive to be easily legible for all viewers, including – but not limited to – older adults.