

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

INITIATIVES	OUTCOMES/IMPACT	DATES	TEAM MEMBERS	COMMENTS	PROGRESS TO DATE
GOAL ONE: EXPAND RANGE OF OPTIONS FOR AFFORDABLE & ACCESSIBLE HOUSING FOR OLDER ADULTS AT ALL INCOME LEVELS					
1.1 Advocate for County laws and zoning that reflect the need for affordable and accessible housing options	1.1.1 Join Prince George’s County Comprehensive Housing Strategy Committee	FY20 ¹	Community & Economic Development	Prince George’s County published its Comprehensive Housing Strategy in 2019	Ongoing
	1.1.2 Form committee to explore housing issues (affordability, ADUs, co-housing)	FY20	Mayor & Council; Community & Economic Development	Collaboration with Enterprise Community Partners kicked-off Jan. ‘20	On track; Phase 1 completed; Phase 2 to be completed in early FY21
	1.1.3 Research ways to allow Accessory Dwelling Units (ADUs), including tiny homes	FY21	Community & Economic Development	County does not currently permit ADUs by-right.	
	1.1.4 Advocate for County to adopt inclusionary zoning that allows ADUs	FY21	Mayor & Council	April is Housing Affordability Month	
	1.1.5 Conduct outreach to affordable housing developers and organizations	FY21	Community & Economic Development *	*Housing actions will be guided by the City’s Affordable Housing Strategy once adopted by City Council	
1.2 Incentivize developers to build affordable and accessible units	1.2.1 Develop and adopt suite of recommendations for affordable and	FY20*	Mayor & Council	This action to be moved to FY21 to follow-on and align w/ 1.1.2; liaise w/	

¹ Note: The City of Hyattsville’s fiscal year is July 1 through June 30; we are currently in FY21 (July 1, 2020 – June 30, 2021).

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	accessible housing that target maintaining diversity in the City			Race and Equity Task Force	
	1.2.2 Adopt affordable housing toolbox to positively impact affordable and accessible housing	FY22	Mayor & Council	See 1.1.2 progress section	
1.3 Encourage home-sharing, co-housing, and other options; support if warranted	1.3.1 Determine interest among older adults to home share	FY20	Community Services	Exploration of topic initiated; model programs identified	Action item postponed due to COVID-19; timeline for proceeding TBD
	1.3.2 Research what communities have done to facilitate home sharing	FY21	Community Services	Research initiated; attended webinars featuring model programs	Ongoing
	1.3.3 Pending interest, create plan to support home-sharing	FY22	Community Services	Explore use of stipends as incentive to foster home-sharing	
GOAL TWO: HELP RESIDENTS MAKE THEIR HOMES MORE AGE-FRIENDLY AND SAFE					
2.1 Provide resources and information to help residents modify their homes	2.1.1 Publicize state, county, and city loan and grant programs for home modifications, including partnering to offer annual workshop	FY20	Community Services	June is National Home Safety Month CAPABLE home modification program partnership w/ HHMM and HAP widely promoted; MOU extended through May '21;	Ongoing

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

				workshop discussed for FY21	
	2.1.2 Seek funding from state, county, and private sources to support a home modification program	FY21	Community Services	Partnership MOU extended through May '21	Potential funding sources identified; Grantmakers in Aging (GIA) funding leads contacted
	2.1.3 Pursue opportunities to support or create a sliding scale home improvement program	FY22	Community Services		
GOAL THREE: EXPAND ASSISTANCE FOR HOME AND YARD MAINTENANCE					
3.1 Help residents maintain their homes and yards	3.1.1 Expand programs to support older adults in need of yard maintenance	FY20	Community Services	Programs (volunteer-based) suspended due to COVID-19	Options to be reassessed; timeline TBD
	3.1.2 Publicize county yard cleanup program	FY20	Community Services		Curbside collection of yard waste promoted
	3.1.3 Seek grants to supplement support for home maintenance programs and provide free or discounted services	FY21	Community Services	AARP Foundation Home Maintenance Resource Tool provides information on area programs and funding resources	AARP Foundation Home Maintenance Resource Tool promoted; additional resources to be explored
	3.1.4 Pursue opportunities to support or create a sliding scale home	FY22	Community Services		

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	maintenance program				
GOAL FOUR: ENHANCE THE SAFETY OF OLDER RESIDENTS IN THEIR HOMES AND THE COMMUNITY					
4.1 Create Emergency Preparedness Contact List for conducting outreach to older adults and persons with disabilities	4.1.1 Conduct regular outreach to publicize existence and purpose of Emergency Preparedness Contact List	FY20	Community Services	Initiated w/ CodeRED promotion in Oct. '19 and review of City's draft Emergency Operations Plan (EOP)	On track; Emergency Assistance Voluntary Registry program materials developed; database in development; rollout planned for early 2021
	4.1.2 Contact residents to assess need for food, medicine, snow removal, courtesy wellness checks and other supports; refer residents to appropriate support services w/ their permission	FY21	Community Services	In response to COVID-19 Senior Community Needs Survey developed and piloted in Fall 2020; survey to be fielded Dec. 2020 – Jan. 2021; survey available on City website and in print	Action items moved up; survey to be fielded Dec. 2020 – Jan. 2021
	4.1.3 Establish and publicize shelters in the City to be used in emergency situations	FY22	Community Services	Sept. is National Preparedness Month Options being assessed following fire at Friendship Arms fire and emergency use of Hyattsville Middle School	
4.2 Provide support to residents who	4.2.1 Research elder abuse and	FY20	Community Services	Initiated exploration of resources and	On track

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

experience elder abuse, develop standards to address abuse, and work to prevent it	determine best practices for preventing and addressing it			possible workshop presenters in Oct. '19	
	4.2.2 Educate public about elder abuse, including how to address/prevent it	FY21	Community Services	June is National Elder Abuse Awareness Month; June 15	On track
	4.2.3 Advocate to County to implement best practices on investigating elder abuse	FY21	Mayor & Council	County Executive prioritized for 2020 establishing a County Elder Abuse Registry	
4.3 Provide resources and support to residents caring for family members, including respite care	4.3.1 Sponsor annual self-care workshop for caregivers	FY20	Community Services	November is National Family Caregivers Month Resources and possible presenters identified	Workshops pushed to 2021 due to COVID-19, with possible use of Zoom webinar format
	4.3.2 Participate in annual National Falls Awareness Prevention Day	FY20	Community Services	Identified resources and possible presenters for Nov. 2020 workshop	Workshops pushed to 2021 due to COVID-19, with possible use of Zoom webinar format
	4.3.3 Publicize resources for caregivers, including respite care	FY21	Community Services	Caregiving resources identified	On Track
	4.3.4 Publicize importance of falls prevention	FY21	Community Services	Falls prevention resources identified	On Track

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

GOAL FIVE: EXPAND AND PROMOTE OPPORTUNITIES TO ENHANCE HEALTH AND WELL-BEING					
5.1 Enhance food security by ensuring access to healthy, affordable and readily available food	5.1.1 Compile and distribute list of free and low-cost food options for residents	FY20	Community Services	Initiated audit of area food banks, pantries, and food assistance programs in Dec. '19	Resources updated and promoted on ongoing basis; resources also listed on City's website as part of COVID-19 Resources
	5.1.2 Encourage growth of City's farmers market	FY21	Community Services		
	5.1.3 Determine gaps in food provision and pursue opportunities to address them	FY22	Community Services		
5.2 Expand and promote opportunities to residents for enhancing physical and mental health	5.2.1 Partner w/ Hyattsville Aging in Place ² to expand its annual Aging Fair, including offering health screenings and related services	FY20	Community Services	Action item explored in January and February 2020	Partnership opportunity postponed due to COVID-19
	5.2.2 Co-sponsor Monthly Memory Cafes w/ Hyattsville Aging in Place	FY20	Community Services		Partnership opportunity not explored due to COVID-19
	5.2.3 Explore opportunities to expand health screenings and	FY21	Community Services		

² Hyattsville Aging in Place is a local nonprofit that helps members live in their homes and the City of Hyattsville through volunteer-provided services such as rides to medical appointments and shopping, and assistance with home repairs and yard maintenance.

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	services at appropriate community venues				
	5.2.4 Regularly publicize health and wellness programs and events offered by PGC Parks and Planning and PG Community College	FY21	Community Services		Most programs suspended due to COVID-19; virtual programs to be explored in FY21
	5.2.5 Partner w/ local fitness businesses to implement monthly outdoor activities	FY21	Community Services	Explore outdoor activities suitable for older adults May – Oct.	
GOAL SIX: EXPAND AND PROMOTE TRANSPORTATION AND MOBILITY OPTIONS FOR RESIDENTS					
6.1 Increase and enhance public transportation options for older adults and persons w/ disabilities	6.1.1 Regularly publicize availability of all public transportation options	FY20	Community Services	Call-A-Bus and other area services promoted prior to COVID-19 service suspensions	Promotion curtailed due to suspension of services
	6.1.2 Encourage County to increase Call-A-Bus hours of operation to include weekends and evenings	FY21	Mayor and Council		
	6.1.3 Extend Call-A-Bus hours to include weekends and evenings	FY21	Community Services	Federal Transit Administration (FTA) Enhanced Mobility Options grant submitted Nov. 2020; awarded	On track

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

				funds will expand help options	
6.2 Implement and advocate for best practices for pedestrian safety	6.2.1 Educate residents how to address street lighting concerns	FY20	Community Services		Ongoing
	6.2.2 Publicize driver safety classes for older adults	FY20	Community Services	Explored AARP in-person and virtual course offerings	Area workshops suspended due to COVID-19; virtual programs TBD FY21
	6.2.3 Install call boxes in all medium to large parks and high crime areas	FY21	Police Department		In progress (verify)
	6.2.4 Assess need for traffic calming measures near Friendship Arms	FY21	Public Works	Feasibility/costs of crosswalk beacons being explored	In progress
	6.2.5 Provide medical ID bracelets for residents w/ dementia	FY21	Community Services		
6.3 Increase wheelchair-accessibility in public places	6.3.1 Continue to address findings in City's ADA Transition Plan	FY20	Public Works	Upgrades made; will continue to be made in FY21	Ongoing
	6.3.2 Ensure availability of reserved spaces and accessible pathways for wheelchairs in City-owned parks	FY20	Public Works	Additional benches to be added to parks in FY21	Ongoing
GOAL SEVEN: EXPAND OPTIONS FOR AFFORDABLE, IN-HOME PERSONAL CARE SERVICES FOR RESIDENTS AT ALL INCOME LEVELS					

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

7.1 Ensure residents have access to affordable and comprehensive personal care services, including in-home services	7.1.1 Publicize sources of support for covering the costs of home and personal care services	FY20	Community Services	Promote vetted resources publicized in Washington Consumer's Checkbook (WCC) and AARP's website tool	Ongoing
	7.1.2 Publicize list of in-home personal service providers for residents and their families	FY20	Community Services	Promoted resources publicized in Washington Consumer's Checkbook	Ongoing
	7.1.3 Publicize sources of assistance for home services	FY20	Community Services	Promoted resources publicized in Washington Consumer's Checkbook	Ongoing
	7.1.4 Pursue opportunities to support or create a sliding scale program for in-home personal care services	FY21	Community Services		
	7.1.5 Explore other options for in-home care, including working w/ nonprofits, student volunteers, faith-based communities	FY20	Community Services	Topic explored with Greenbelt Assistance in Living (GAIL)	Ongoing
	7.1.6 Pursue opportunities to support or create a sliding scale grant	FY21	Mayor & Council		

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	program to assist residents in obtaining in-home respite care and support				
GOAL EIGHT: EXPAND OPTIONS FOR RESIDENTS TO MAINTAIN THEIR HEALTH THROUGH IN-HOME AND COMMUNITY-BASED SERVICES					
8.1 Support or create partnership w/ area medical providers to provide in-home care	8.1.1 Pursue opportunities to support or create a program for medical (nurses) personnel to provide in-home care	FY21	Community Services		
	8.1.2 Pursue opportunities to support or create in-home support services working w/ hospital discharge planners and area in-home care providers w/ resident opt-in	FY21	Community Services	Explore in tandem w/ Habitat for Humanity as part of CAPAPBLE Program	
GOAL NINE: REDUCE SOCIAL ISOLATION AND BUILD COMMUNITY ACROSS AGES					
9.1 Develop programs at reasonable costs to reduce social isolation and foster community connectivity	9.1.1 Pursue opportunities to support or create expanded activities and trips for residents, especially for more isolated residents, and a wider range of activities	FY20	Community Services		Ideas discussed and identified; implementation postponed due to COVID-19; program planning will be a focus in FY21

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	9.1.2 Pursue opportunities to support or create a program that provides adequate friendly visiting to isolated residents	FY21	Community Services	Exploring program options with Age-Friendly Work Group, HAP, Senior Services and HCPD	Friendly visits suspended due to COVID-19; check-in calls ongoing
	9.1.3 Pursue opportunities to support or create a low-cost adult day care or respite care program	FY21	Community Services		
GOAL TEN: EXPAND AND ENHANCE AGE-FRIENDLY COMMUNICATION WITH RESIDENTS REGARDLESS OF USE OF ELECTRONIC MEDIA					
10.1 Create and distribute printed materials that summarize key services in critical areas	10.1.1 Obtain printed brochures from County and other agencies and place in key areas and City bulletin boards	FY20	Community Services		Ongoing; broad community distribution limited due to COVID-19
	10.1.2 Place City brochures, notices and flyers at libraries, tiny libraries, community information boards, faith-based communities	FY20	Community Services	Provide materials available in Spanish	Ongoing; broad community distribution limited due to COVID-19
	10.1.3 Pursue opportunities to support or create a program that tracks satisfaction with	FY20	Community Services	Action item pended as activity may be outside scope of City's provided services	

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

	service providers and shares findings with residents				
	10.1.4 Make materials available to City Council and staff	FY21	Community Services		Ongoing
	10.1.5 Ensure residents' calls to City are returned within one business day	FY21	Community Services		Ongoing; Hyattsville Helps line initiated to provide assistance to residents during COVID-19
	10.1.6 Publish information on City website and cable channel and create electronic archive	FY21	Community Services		Ongoing
	10.1.7 Create brochures for critical areas where information gaps exist or isn't comprehensive	FY22	Community Services		
	10.1.8 Research use of technology among older adults	FY22	Community Services	Initiated in FY20; use to be probed in Senior Citizen Community Needs Survey	In progress
GOAL ELEVEN: RAISE AWARENESS OF SERVICES AVAILABLE TO RESIDENTS					
11.1 Help residents and their caregivers connect with	11.1.1 Publicize services provided by City's Senior and	FY20	Community Services	Creating brochure describing services discussed in Feb.	Ongoing; broad community distribution limited due to COVID-19

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

needed services in a timely manner	Disability Services Coordinator			'20; project pended due to COVID-19	
	11.1.2 Develop a directory of services for residents	FY20*	Community Services	Content updated in FY20; printing (cost) shifted to FY21	Directory anticipated to be printed in FY21
	11.1.3 Create phone line w/ recorded messages about City and County services for residents	FY21	Community Services		Hyattsville Helps line initiated to provide assistance to residents during COVID-19
	11.1.4 Pursue policy to communicate services, events and programs of other agencies to assist residents and foster greater social inclusion	FY21	Community Services	City has promoted services and support offered by area agencies to residents in response to COVID-19	In progress
	11.1.5 Expand Hyattsville Reporter to publicize critical service needs of and available assistance for residents	FY22	Community Services	Hyattsville Reporter Age-Friendly header and content added and expanded in FY20	Ongoing
	11.1.5 Seek feedback from residents from mail-back postcards and other means	FY22	Community Services	COVID-19 Emergency Resources Postcard and Senior Citizen Community Needs Surveys fielded	Initiated; action items moved up as a result of COVID-19
GOAL TWELVE: EXPAND OUTREACH AND COMMUNICATION TO DIVERSE COMMUNITIES ABOUT AVAILABLE PROGRAMS AND SERVICES					
12.1 Explore availability and accessibility of	12.1.1 Encourage residents to share information	FY20	Community Services	See 11.1.5	Ongoing

AGE-FRIENDLY HYATTSVILLE ACTION PLAN (FY20 – FY22)

services to diverse populations					
	12.1.2 Continue to reach residents of diverse backgrounds	FY20	Community Services	See 11.1.5; Increase ward representation in Age-Friendly Work Group in FY21	Ongoing
	12.1.3 Ensure website and communications meet accessibility standards	FY20	Communications	FY21 website update to include ADA improvements; anticipated completion is FY22	Closed captioning (CC) introduced
	12.1.4 Maintain list of translators and interpreters; explore ways to deploy them for events	FY20	Community Services/Communications Team	PT Bilingual Specialist position to be filled in FY21	Ongoing