

# *Lifelong Montclair: Age-Friendly Community Action Plan*

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Township of Montclair, Department of Health & Human Services  
205 Claremont Avenue, Montclair, New Jersey 07042

Susan B. Portuese, Director, Department of Health & Human Services

Katie York, PhD, Director of Senior Services/Lifelong Montclair

## Acknowledgements

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- Ann Lippel, Chair, Montclair Senior Citizens Advisory Committee
- Penelope Carey, President, Aging in Montclair, Inc.
- Andrea Peyser, Past President, Aging in Montclair, Inc.
- Gail Johnson, President, AARP West Essex Chapter 131
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Thank you to the Partners for Health Foundation for their initial and ongoing contributions to the development of Lifelong Montclair.

## Letter from Mayor Jackson

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Mr. William Armbruster  
Advisor, AARP Livable Communities Programs/  
Community, State and National Affairs  
AARP  
601 E Street NW  
Washington, DC 20049

October 17, 2017

Dear Mr. Armbruster,

On behalf of the Township of Montclair, I am honored to submit this action plan toward fulfilling the requirements of the World Health Organization (WHO) and AARP's Network of Age-Friendly Cities and Communities Initiative.

Our Township recognizes the importance of developing age-friendly communities so that older adults can age in place and younger adults can plan for a long future in our community. The Township uses its Senior Citizens Advisory Committee, a formal township committee of older adults, to advise our Township Council on policy and to provide educational support for issues concerning senior citizens. We are also home to Lifelong Montclair, our aging in place initiative housed in our Department of Health & Human Services. Montclair has been working with Lifelong Montclair partner organizations and community seniors to advance a shared vision of making Montclair an even greater place to grow older. We celebrate our achievements to date and look forward to continuing to grow in our age-friendliness.

Sincerely,

Robert Jackson  
Mayor, Township of Montclair

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## Community Profile

Montclair is a vibrant suburban town located in Essex County, New Jersey. Montclair is consistently recognized among New Jersey's best cities as it is rich in cultural, recreational and outdoor activities. Montclair is also known for its eclectic art scene, various ethnic restaurants, and a vibrant downtown area. The name Montclair derives from the French *mont clair*, meaning "clear mountain" or "bright mountain." Located on the east side of the First Mountain of the Watchung Mountains, some higher locations in the township provide excellent views of the New York City skyline. Several streams flow eastward through Montclair as the township lies just north of the northernmost extent of the Rahway River watershed. Montclair is also home to many parks and nature reserves. In total Montclair has 153.9 acres of township park land spread throughout 18 parks and 123.8 acres of county park land consisting of five parks.

11% of Montclair residents are 65 years or older<sup>1</sup>. As the population in the United States ages, aging in place has become a focus in many communities throughout the nation. Older residents are living longer, more healthy and active lives, while contributing to the community in several ways. Aging in place initiatives are programs created specifically to address obstacles that may impede an older person's ability to remain a vital, productive member of their community. Well designed, livable communities promote health and sustain economic growth, and they make for happier, healthier residents of all ages. Local places to gather, programs and social events, ease of walkability around town, transportation services and more are all features that help make Montclair a livable space for older adults. The AARP Network of Age-Friendly Communities, the United States affiliate of the World Health Organization's Age-Friendly Cities and Communities Program, provides tools and guidance for participating communities to improve the quality of life for older adults.

## Introduction

*Lifelong Montclair is an aging in place initiative of the Township of Montclair focused on transforming Montclair into a great place to grow older.*

The initiative is housed in the Township's Department of Health & Human Services and is funded in part by a grant from the Partners for Health Foundation. It was initially established in 2014 through an initiative of the Partners for Health Foundation in collaboration with the

Township's Department of Health & Human Services. The intent is to address the barriers that prevent older Montclair residents (aged 55 years and older) from being able or wanting to age in place. It addresses several themes that emerged from a 2012 assessment, such as transportation, health care access, housing, activities, food, finances and employment, outreach and education, safety, and community.<sup>2</sup>

Under the Lifelong Montclair umbrella, partner organizations work collaboratively in concert with the Project Director to implement senior-focused strategies, programs and policies that complement Montclair's existing resources. The initiative coordinates and develops the strategies by optimizing existing programs and resources, re-directing efforts to reduce duplicative services and collaborating with key partners to plan and implement strategies.

As of September, 2017, Lifelong Montclair partners include:



**AARP West Essex Chapter 131**



**Bike & Walk Montclair**



**Crawford Crews American Legion Post #251**



**Adult School Department of the Montclair Public Library**



**Care About You**



**Eat Play Live Better**



**AGING IN MONTCLAIR**

**Aging in Montclair (AIM)**



**Care at Home NJ**



**Garden State Equality**



**Chrill Care**



**Hackensack Meridian Health Mountainside**



**Angela Cares**



**Clara Maass Medical Center**



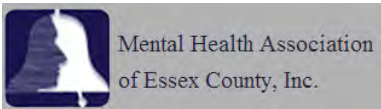


**HOME Corp**

HomeSharing



**HomeSharing**



**Mental Health Association of Essex County**



**Montclair Ambulance Unit**

**MAM**

**Montclair Art Museum**



**Montclair Community Farms**



**Montclair History Center**

Montclair Shared Housing Association  
**The Montclair Inn**  
*Affordable and Independent Senior Living*

**Montclair Inn**



**Montclair Memory Clinic**



**Montclair Neighborhood Development Corporation**



Montclair Public Library  
*the center of the Montclair community*

**Montclair Public Library**



**Montclair State University**



**Retired & Senior Volunteer Program**



**Toni's Kitchen**



**United Methodist Communities: PineRidge of Montclair**



United Way of Northern New Jersey  
**United Way of Northern NJ**



**Vanguard Medical Group**



**YMCA**



SENIOR CITIZEN ADVISORY COMMITTEE  
**Senior Citizens Advisory Committee**

To address the needs and assets of older adults in Montclair, the township has joined the AARP Network of Age-Friendly Communities and the WHO Global Network of Age-Friendly Cities and Communities. As part of this venture, Lifelong Montclair organizes its efforts using the World Health Organization’s eight domains of livability that impact the overall quality of life of older adults.<sup>3</sup>



**Figure 1: 8 Domains of Livability, modified from the World Health Organization<sup>3</sup>**

**Development**

This action plan was developed by Lifelong Montclair in collaboration with various Montclair town departments, nonprofits, local businesses, and partners. The various partners and stakeholders were asked to contribute their input on age-friendly projects that fall into the 8 Domains of Livability.

The Township’s Senior Citizens Advisory Committee, local AARP chapter, and non-profit Aging in Montclair, Inc. worked closely with the Township’s Director of Senior Services/Lifelong Montclair to ensure that the action plan reflects the wants and needs of our community’s seniors.



During the second year of Lifelong Montclair, the initiative commissioned an evaluation to learn about changes happening in seven of the eight domains to make Montclair a place where residents can live comfortably, safely and independently. The evaluation was conducted by the Center for Research and Evaluation on Education and Human Services (CREEHS) at Montclair State University from Fall 2015 to early 2016. The prose portion of this action plan incorporates findings from the evaluation.

In August, 2017, the action plan was shared with Lifelong Montclair partners to ensure it represented their work in recent years and planned going forward. In September, 2017, the action plan was presented to the public during a public Senior Citizens Advisory Committee meeting.

## Implementation

The items on this action plan will be implemented by the Township of Montclair and Lifelong Montclair’s partners. Lifelong Montclair will oversee implementation.

## Domains

Throughout this section, efforts by Lifelong Montclair and its partner organizations, as well as findings from a formative evaluation of Lifelong Montclair, are highlighted. A robust action plan chart can be found later in the report.

### Domain I: Outdoor Spaces and Buildings

Creating Age-Friendly Outdoor Spaces and Buildings is the first domain and involves a cross-township approach and honest assessment of a particular community. The World Health Organization contends that “the outside environment and public buildings have a major impact on the mobility, independence, and quality of life of older people and affect their ability to age in place.”<sup>4</sup> When it comes to aging in place, the WHO found that seniors consider the following elements to be most important:

- Pleasant and Clean Environment
- Green Spaces
- Somewhere to Rest
- Age-Friendly Pavement
- Secure Environment
- Walkways and Cycle Paths
- Age-Friendly Buildings
- Adequate Public Toilets

- Safe Pedestrian Crossings
- Accessibility

- Older Customers

## What the CREEHS Evaluation Found

CREEHS did not evaluate the domain of Outdoor Spaces and Buildings. At the time, the evaluation was designed and implemented, there were no explicit efforts in place yet, and as a result, this domain was not prioritized in the assessment. Information about walkability, however, was integrated into Domain 2.

## Action Plan Highlights

### Edgemont Park House

Thanks to funding from the Partners for Health Foundation, the Township of Montclair renovated an ice skating shelter house for use for senior activities. The building interior was painted by local boy scouts, and a new roof and flooring were installed. The Township purchased a TV and multi-purpose furniture for the space. We are now able to offer senior programs in a park setting. Between August 2016 and April 2017, there were over 3000 walk-ins and program participants and nearly 700 calls received at the Edgemont Park House.



**Figure 2: An exterior photo of Edgemont Park House**



**Figure 3: A presentation by Aging in Montclair, Inc. during a Lunch, Learn, Ask program at Edgemont Park House**



**Figure 4: The 2017 Older Americans Month Celebration at Edgemont Park House. There were over 100 attendees**

## **A Comprehensive Senior Center**

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In March 2017, the Montclair Township Council voted in support of a resolution put forth by Lifelong Montclair and the Montclair Senior Citizens Advisory Committee. The resolution expresses the support of the Council for a comprehensive senior center. The text of the resolution follows:

R-17-090

### **RESOLUTION TO AFFIRM COMMITMENT TO ESTABLISH A COMPREHENSIVE SENIOR CENTER**

March 28, 2017

WHEREAS, the Council of the Township of Montclair, in the County of Essex, State of New Jersey remains committed to improving the lives of seniors living in Montclair; and

WHEREAS, the Township Council further recognizes that its Division of Senior Services/Lifelong Montclair is charged with coordinating resources and services designed to help seniors age in place; and

WHEREAS, the Township joined the World Health Organization and AARP's Network of Age-friendly Communities in February, 2015 thus expressing Township's active engagement in improving Montclair's livability for our seniors; and

WHEREAS, the Township Council recognizes that the Township and Partner Organizations of Lifelong Montclair are expanding services and activities for seniors; and

WHEREAS, Township staff and partner organizations have recommended to the Township Council that a comprehensive senior center would be an invaluable enhancement to senior living in Montclair; now, therefore,

BE IT RESOLVED, by the Council of the Township of Montclair, in the County of Essex, State of New Jersey that it hereby expresses its commitment to enable the vision of a comprehensive senior center in Montclair; and

BE IT FURTHER RESOLVED that the Township Council hereby requests that the Manager empower appropriate Township professional staff to work with the Senior Citizens Advisory Committee to pursue this vision with due diligence and thoughtfulness in the timeframe necessary for a successful outcome.

## **SAFE Streets**

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Montclair SAFE (Streets Are For Everyone) began in 2011 as an initiative of the Montclair Traffic/Parking Advisory Committee and the Engineering Bureau to raise

awareness of the recently adopted Complete Streets policy and begin the process of engaging the community to envision its streets in a more inclusive way so people walking and rolling (on bikes or in wheelchairs or strollers) are comfortable and feel safe using them.

The group outlined five key goals of the initiative, which are:

- Identify walking paths and routes and ways to encourage more walking by protecting/enhancing our pedestrian spaces
- Identify bicycling paths and ways to encourage cycling by designating “preferred” routes and protecting/enhancing existing facilities
- Identify ways to enhance and promote Montclair’s many transit options (trains, buses, jitneys, etc.)
- Implement SAFE plans at little additional cost to the taxpayers of Montclair

Since then Montclair has been able to improve a few streets, the most notable being South Park Street. With its generously portioned sidewalks and traffic-calming, tree-lined median; South Park Street is a great model for how a complete street in the downtown should look and feel.

NJDOT contracted the planning and engineering firm RBA Group of Parsippany, NJ to assist Montclair in:

- Developing and building a consensus for community travel priorities that enhance accessibility and mobility for everyone
- Identifying a priority Bicycle and Pedestrian Network; including both on- and off-road opportunities
- Facilitating public outreach to help build consensus for the design concepts to be implemented; and
- Recommending specific design concepts for priority locations as determined by the community

A series of community meetings were held in 2016-7, and the program will culminate with a final plan to be presented to the Township Council.



## Sidewalk Cost-Sharing

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Modeling off of a local community (Livingston, NJ), Lifelong Montclair, along with the Township's Code Enforcement Office, Department of Community Services, and Pedestrian Safety Committee are investigating opportunities for reducing the cost-burden on residents during sidewalk repairs. The intent is to make sidewalk repair easier so that we can continue to improve the walkability in our community.

## Parklet Program

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The Township of Montclair's Department of Planning partnered with the Montclair Center Business Improvement District to develop a parklet program. The pilot parklet launched in October, 2016. Although there was some public concern about the loss of parking spots, overall feedback was very positive, and the organizations are developing plans for expanding the program.

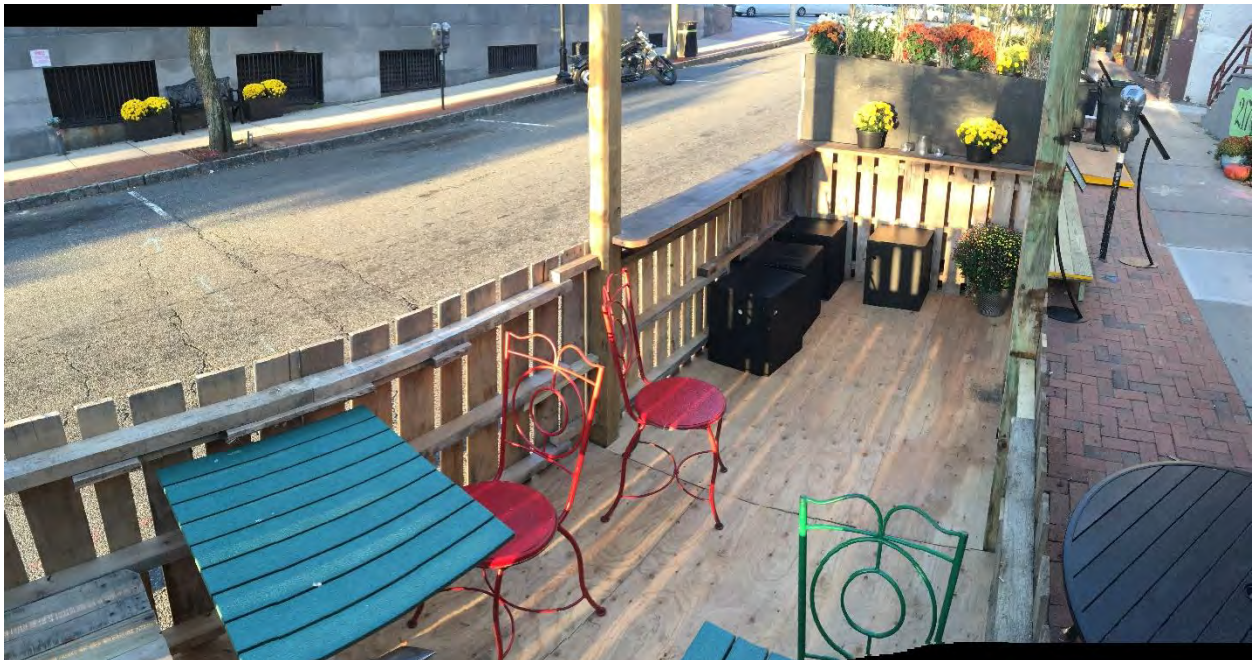


**Figure 5: Street view of parklet. Picture courtesy of Montclair Center BID**





**Figure 6: Informational sign regarding parklet. Picture courtesy of Montclair Center BID**



**Figure 7: Seating area on parklet. Picture courtesy of Montclair Center BID**





**Figure 8: Another view of seating area. Picture courtesy of Montclair Center BID**



**Figure 9: Lounge area of parklet. Picture courtesy of Montclair Center BID**



**Figure 10: Another view of lounge area of parklet. Picture courtesy of Montclair Center BID**

## **Domain 2: Transportation**

The second domain involves creating Age-Friendly transportation, most importantly, accessible and affordable public transport. Transportation is an extremely important domain, as it has the ability to impact other domains significantly. Being able to move about an area affects social and civic participation and access to community and health services.

### **What the CREEHS Evaluation Found**

Montclair residents who responded to the survey or participated in focus groups described their perceptions about the transportation options available to them in Montclair, the types of transportation options they use as well as their experiences using these modes of transportation.

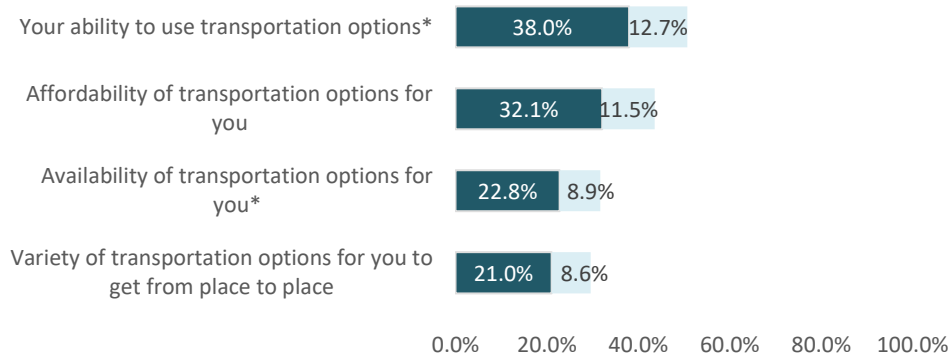
**Respondents' ratings of Montclair transportation options vary by age and income and suggest that older adults in Montclair have individually unique transportation needs.**

Survey respondents were asked to rate (on a scale of not applicable, very poor, poor, average, good and excellent) aspects of the transportation options in Montclair (Figure 11; not all data shown). Overall, respondents favorably rated their ability to use transportation options, with 50.7% rating it as "excellent" or "good". Senior citizens in



middle income groups, however, were more likely than lower and higher income groups to unfavorably rate their ability to use transportation options.

- Overall, 31.7% of respondents rated the **availability of transportation options** in Montclair as “excellent” or “good”.
  - A greater proportion of respondents reporting an annual income of \$25,000-\$74,999 rated availability as “very poor” or “poor” than did those in lower and higher income groups ( $p < .05$ ).
- Ratings of the **affordability** and **variety of transportation options** in Montclair varied, suggesting that older adults in Montclair may not have uniform needs around transportation and that there is room for improvement in understanding and meeting these needs.
  - 43.6% rated the *affordability of transportation options* as “excellent” or “good”, 25.6% as “average”, and 10.3% as “poor” or “very poor”.
  - 29.6% rated the *variety of transportation options* as “excellent” or “good”, 29.6% as “average”, and 27.2% as “poor” or “very poor”.



**Figure 11: Favorable ratings of transportation options (N=78)\***

\*A statistically significant relationship was found between respondents’ reported level of income and their ratings of the availability of transportation ( $F=3.230, p=.008$ ) and ability to use transportation options ( $F=2.490, p=.031$ )

**Overall, respondents’ access to and use of a variety of public, private and active transportation modes enable them to travel independently.**

*“The new van the town hired goes from Montclair to Shoprite which is in Bloomfield. First time having a bus that goes out of town.”*

*– Focus Group Participant*

Lifelong Montclair’s transportation seminars, trainings and guides may enhance residents’ awareness of and ability to use the various forms of transportation in Montclair.

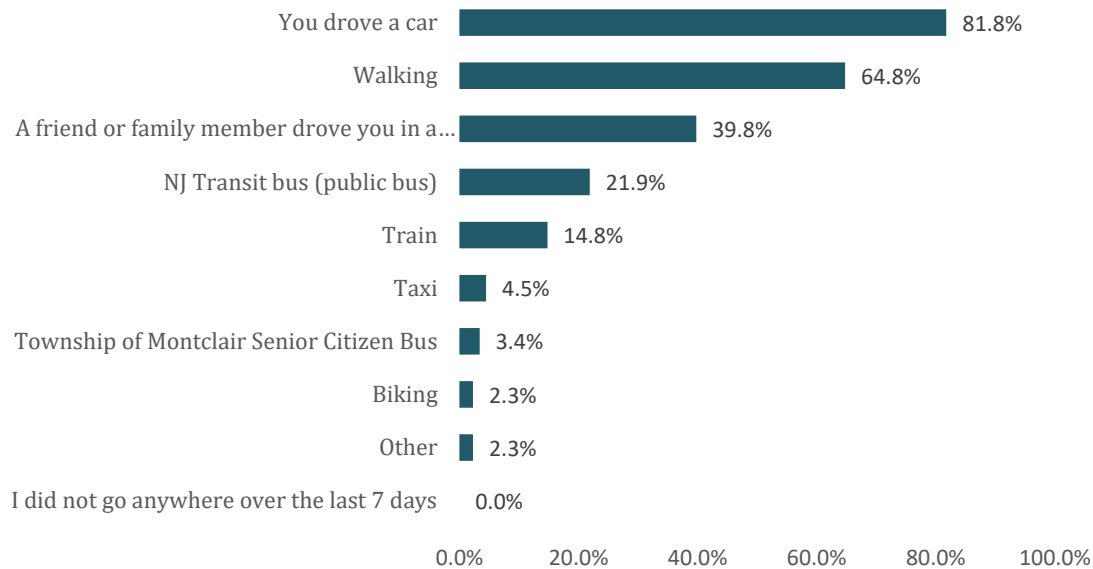
- Most frequently, survey respondents drive their cars (81.8%) or walk (64.8%) to and from their desired location (Figure 12).
- Forms of public transportation, including the public bus (21.9%) and train (14.8%), were also frequently reported as modes of transportation used. These were often used when individuals needed to go to other towns.
- Of note, less than five percent of survey respondents reported using a taxi (4.5%) or the Montclair Senior Citizen Bus (3.4%) during the last seven days.
  - Focus group participants described that they use local taxis occasionally and typically when they need point to point service, such as from their home to a medical appointment.

According to residents, the type of transportation used is dependent on the destination, (e.g., in town or another town), weather, affordability, availability and ability of the individual. For example, focus group participants:

- use public buses and public transportation when they need to go out of town because they are perceived to be reliable, easy to obtain information about the services, affordable due to senior discounts and travel to the places they wish to go;
- walk whenever possible but avoid walking in poor weather conditions, if sidewalks are cracked or raised or feel uncertain about their own balance and abilities; and
- drive or use taxi services when they need to travel from one point to another (e.g., from home to a medical appointment).

*“Public transportation... prefer to walk to Bloomfield Ave. to catch the bus instead of using other transportation services.”*

*– Focus Group Participant*



**Figure 12: Modes of travel during the last 7 days (N=88)**

**Although most respondents are aware of the Montclair Senior Bus, unreliable service as well as limited or inconvenient access inhibits respondents from using it.**

While the majority of survey respondents (86.0%) reported awareness of the Montclair Senior Citizen Bus, only a small proportion indicated using it during the preceding seven days (3.4%). Among these respondents, their main reasons for not using the Senior Bus were (Figure 13):

- other forms of transportation are more convenient (65.7%),
- other transportation is faster (50.0%),
- the Senior Bus does not go to the places the respondent would like to go (31.4%) and
- the Senior Bus does not run during the times the respondent needs it (30.0%).

Of note:

- Nearly one-fifth (18.6%) of respondents noted that they do not use the Senior Bus because they drive and/or do not need the bus (included in the “Other” response category).

*“The senior bus is somewhat accessible, it goes to Montclair Public Library, South End Gardens, Pine Ridge, Walnut Street, Upper Montclair, and Kings, but it does not go out of town.”*

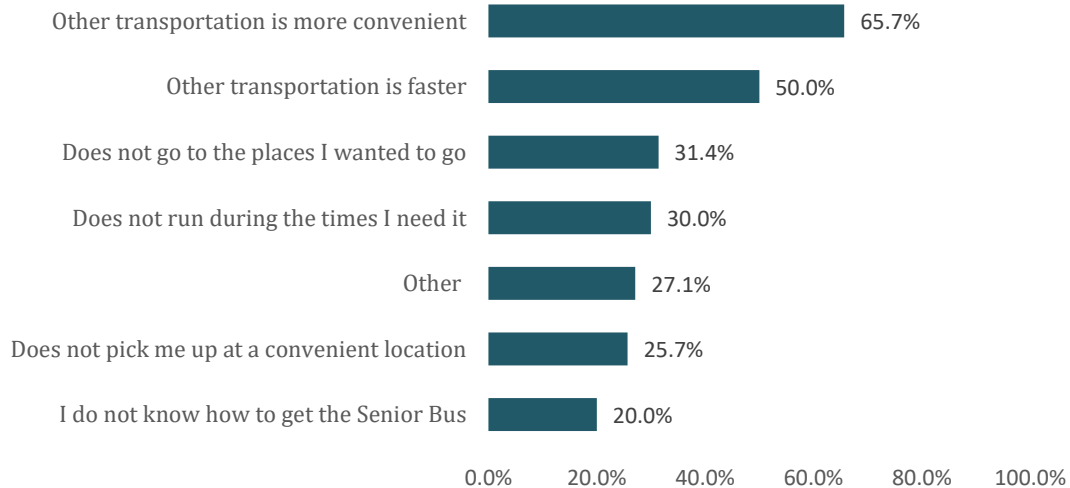
*– Focus Group Participant*

*“Negative experiences with the Montclair Senior Bus, have never seen it, heard about it or prefer not to use it because it’s unreliable.”*

*– Focus Group Participant*



- Not only does the Senior Bus not go to places respondents desired, but for some focus group participants, it is not available in their neighborhood (limited service).



**Figure 13: Reasons for not using Montclair Senior Bus (N=70)**

**Respondents use taxis sparingly, and though aware of the Taxi Voucher Program, perceive the reduced cost of taxis and the effort to obtain a voucher prohibitive.**

Just fewer than five percent (4.5%) of survey respondents reported using taxis during the last seven days (Figure 12). Focus group participants who used taxis typically used them when they needed point to point service. Participants explained that taxis were seen by some as a luxurious service and notably more expensive than public transportation options, which give senior discounts. Moreover, taxis were sometimes difficult to find when they needed one due to a lack of central dispatch services and too few taxis in service. Most focus group participants were aware of the Taxi Voucher Program. The program, however, was not viewed favorably. After purchasing the vouchers, participants felt that single rides in taxis were very expensive, with the cost still exceeding their budget. Moreover, the vouchers were perceived to be limited in their usefulness because they were difficult to obtain and taxi drivers still expect a tip in addition to the voucher.

## Action Plan Highlights

## Improved Senior Bus

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Though the Montclair Senior Bus has been in operation for over 30 years, a consistent complaint was poor service and an inability to make changes to the route/service model. Lifelong Montclair investigated options for improving the service and in 2016 decided to partner with a transportation organization to provide the service. EZ Ride (our Transportation Management Association) won the bid, and began operations in February, 2017. One of the requirements in the contract is that there is a Senior Bus Roundtable consisting of senior residents who provide feedback and guidance to EZ Ride to institutionalize a communication loop between seniors and the transportation provider.

## Seniors in Taxis

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### ▶▶▶ **SENIORS IN TAXIS** ▶▶▶

Seniors in Taxis (SIT) is a pilot program which offers senior residents of Montclair reduced cost taxi vouchers for local travel. SIT is not a taxi service – residents can use SIT vouchers to pay for taxi services with participating companies. Discount taxi vouchers are available for Montclair residents age 62 and older. The SIT program is funded by Partners for Health Foundation and implemented by Lifelong Montclair, the Montclair Department of Health & Human Services, and the Montclair Senior Citizens Advisory Committee. Montclair residents who are 62 years and older may purchase a \$30 voucher booklet for \$15. The vouchers may be used to pay taxi fares for trips with cooperating companies to any destination. There are no income requirements.

To participate, a senior must:

1. complete an application and agreement to comply with SIT terms and conditions
2. present proof of age and residency
3. pay for the vouchers.

Though the program has been popular, it does come at a cost. We are investigating the potential of a senior discount program administered by the taxi companies themselves, which would remove the current administrative process and expand access to seniors.

### Collaboration with NJTIP @ Rutgers

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Through collaboration with NJTIP @ Rutgers, we have been able to increase understanding of and access to public transportation for our community seniors. Our collaboration involved several programs:

- **Guide to Public Transportation:** NJTIP @ Rutgers collaborated with the Montclair Senior Citizens Advisory Committee to create a guide for seniors navigating the public transportation network. The guide is available here: <https://lifelongmontclair.files.wordpress.com/2016/07/lifelong-montclair-transit-guide.pdf> and in Appendix D. We printed and disseminated 1000 copies of the guide. In addition, the guide was included in an appendix of our Directory of Senior Services, of which we distributed 1700 copies.
- **Transit 101 trainings:** NJTIP @ Rutgers conducted several trainings for seniors throughout the Montclair community. Each training consisted of two sessions: the first was a classroom-type training in which the content of the Guide to Public Transportation was reviewed. The second took place approximately one week later and involved a trip using public transportation to destinations such as the World Trade Center obelisk, Newark airport, New Jersey Performing Arts Center, and the New Jersey shore.
- **Connect to Transit:** The Connect to Transit training was a train-the-trainer program where people who provide services for seniors received training regarding public transportation from NJTIP @ Rutgers. Attendees were able to learn more by accessing an off-duty New Jersey Transit bus and experiencing its accommodations for older adults and individuals with disabilities.
- **Transportation Fair:** NJTIP @ Rutgers helped our annual conference for seniors become a transportation fair. NJTIP @ Rutgers secured a New Jersey Transit bus for hands-on learning and the Carfit program for improving drivers' ability.

The third domain is housing, which directly affects the wellbeing and quality of life of older adults through its structure, location, and design. The affordability of housing is of major concern for older adults, and plays a major part in the ability to age comfortably in place. Older adults who live on a fixed income may find the increasing cost of housing to be especially concerning. It is highly recommended that affordable housing be available for older adults. Some other housing aspects to consider are:

- Appropriate Design
- Ability to Make Modifications
- Maintenance/Ability to Make Repairs
- Access to Services
- Community and Family Connections
- Various Housing Options
- Living Environment

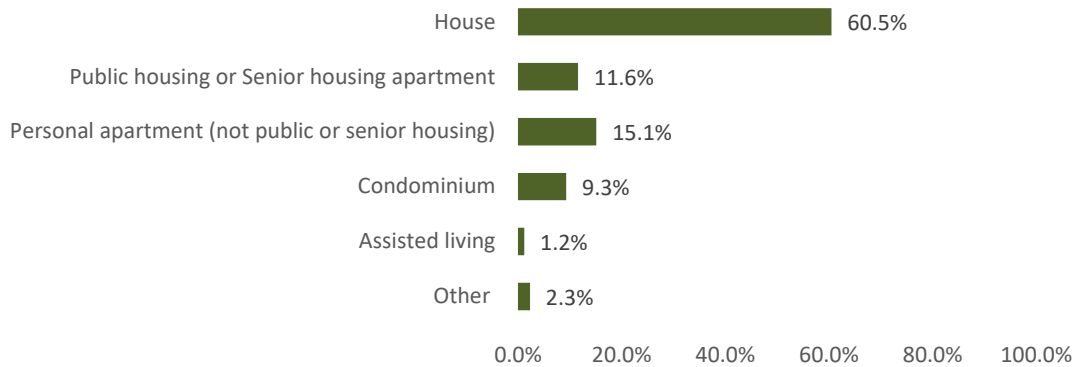
### What the CREEHS Evaluation Found

Older adults in Montclair were asked an array of questions pertaining to housing. These questions focused on current living arrangements, home ownership, and affordability and availability of housing in Montclair.

#### **Respondents are currently living in a variety of housing situations.**

The current living situation varied among the residents. Nearly three-quarters (70.9%) of survey respondents reported owning their home and 24.4% reported renting their residence. The majority of respondents reported living in a house (60.5%), and more than one-third live in an apartment or condominium (36.0%) (Figure 14).

- Living situation varied by income such that respondents reporting an annual income of less than \$50,000 were more likely to live in public housing or senior housing apartments than in other types of housing situations ( $p < .05$ ).
- 11.6% of respondents live in public housing or a senior housing apartment.
  - Focus group participants that live in public senior housing expressed dissatisfaction and safety concerns. They felt vulnerable and cited personal examples of administrators violating their right to privacy.



**Figure 14: Respondent current living situations (N=86)\***

\* A significant relationship was found between where the respondent lives and income (Fisher Exact Test = 35.50,  $p = .031$ )

In addition to the types of residences that older adults report living in, respondents also report living in a variety of arrangements. Of survey respondents, 39.8% indicated they lived alone and 44.6% lived with a spouse/significant other. Of note, 10.8% reported living in their home with a family member (other than a spouse/significant other).

**Concerns about housing in Montclair suggest the need for a greater variety of housing types that are accessible for all Montclair residents at lower price points.**

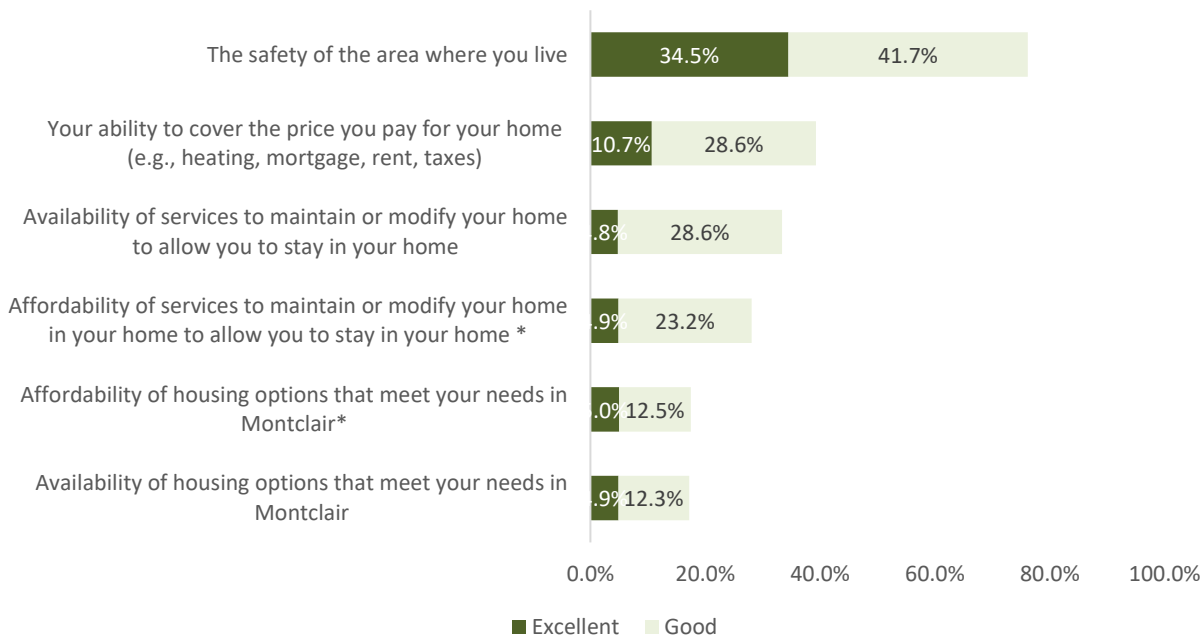
Survey respondents rated (on a scale of not applicable, very poor, poor, average, good and excellent) the availability and affordability of services and housing in Montclair (Figure 15; not all data shown). Overall, respondents perceive their neighborhood as safe. They unfavorably rate the availability of housing options and the affordability of services and housing options. Of note, no focus group participants were aware of the home sharing program.

- Respondents varied in their ratings of the availability and affordability of services to maintain one’s home, enabling one to remain in the home.
  - Respondents in lower income groups were more likely to rate the affordability of these services as “poor” or “very poor” than other income groups ( $p < .05$ ).
  - Focus group participants expressed that public programs or municipal services are limited in Montclair. They often reach out to United Way for assistance with paying gas and electric bills, filing their annual taxes and finding resources to

assist with property taxes. Participants reported that the United Way’s staff understands them and they feel connected to the United Way community.

- 17.5% of respondents rated the affordability of housing options that met their needs as “excellent” or “good”.
  - Respondents making less than \$74,999 were more likely to rate the affordability of housing options as “poor” or “very poor” than those making more than \$100,000 per year (p < .05).
- 17.2% of survey respondents rated the availability of housing options that meet their needs as “excellent” or “good”.
  - Focus group participants expressed that housing options were limited and not always available to Montclair residents. They perceived public housing as an unsafe place to live, but were unable to relocate because of the expense.
  - Participants also described that they are frustrated with the municipal government for not doing more to assist senior residents. They explained that they are being wait listed for Montclair housing and experiencing prejudice in accessing services and options.

*“Housing services are not helpful in Montclair, there a lot of issues with the system.”*  
 – Focus Group Participant



**Figure 15: Favorable ratings about affordability and availability of housing (N=80)\*,\*\***



*\*A significant relationship was found between respondents' reported income level and the affordability of services to maintain or modify your home to allow you to stay in your home (F=2.159, p = .057), as well as with the affordability of housing options to meet your needs in Montclair (F=3.073, p = .010)*

*\*\*No significant relationship was found between any of these ratings and age or race.*

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## **Action Plan Highlights**

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### **HomeSharing, Inc.**

HomeSharing, Inc. is an organization with over 30 years of history of preventing homelessness by matching individuals who need to share their homes in order to maintain them with individuals looking for affordable housing. HomeSharing had been serving surrounding counties, and we were able to bring them in to the Montclair area with funding by the Partners for Health Foundation. HomeSharing adds an option for seniors who wish to remain in Montclair but cannot afford to or are otherwise unable to do so.

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### **Accessory Dwelling Units**

The Township of Montclair has had an ordinance allowing accessory dwelling units (ADUs) for several years, but the guidelines' restrictions have prevented implementation in some scenarios. Lifelong Montclair worked with the Township Planner, the Township's Housing Commission, the Township's Senior Citizens Advisory Committee, HOME Corp (a local affordable housing organization), and Include Montclair (an organization consisting of parents of individuals with disabilities) to develop proposed revision to the language in the ordinance. The proposed revisions are in Figure 16, and would be submitted to the Township Council for its review and consideration.

§ 347-8 Additional dwelling units for parents.

[Amended 7-29-1980 by Ord. No. 80-44]

**A.** The Planning Board may grant a conditional use so as to permit within a single dwelling unit the establishment of accommodations for one additional housekeeping group, with separate kitchen and bathroom facilities, for use by the relative(s) or caregiver/care recipient ~~parent or parents~~ of one of the owner-occupants or tenant-occupants if, after a public hearing pursuant to Chapter 202, Land Use Procedures, the Board finds and requires that an application complies with the following:

**(1)** The exception requested is for the purpose of accommodating not more than two members of a family who are ~~a parent or the parents~~ relatives or caregivers/care recipients of one of the owner-occupants or tenant-occupants of the dwelling unit and who are of such an age or of such condition of health as to require special consideration.

~~**(2)** No rent, fee or other charge of any sort is to be made or collected by the owner-occupants or tenant-occupants of the dwelling unit from the parent or parents accommodated by the exception and affidavits so stating shall be submitted annually by both parties at the time of application for certificate of occupancy renewal.~~

**(3)** The additional housekeeping accommodations are to be established ~~without structural alterations except those deemed necessary by the Board to provide bathroom and kitchen facilities, and the resulting arrangement must not be such as to divide the dwelling nor give the appearance of dividing the dwelling into two separate dwelling units capable of independent occupancy, in a~~ manner consistent with the appearance of a single family residence.

**(4)** The dwelling unit, building and premises will comply with all other laws and ordinances in all respects if the application is granted.

**(5)** The said owners will prepare and enter into a written agreement with the Township of Montclair, in form sufficient for recording in the office of the Register of Essex County, which said agreement shall be subject to the approval of the Township Counsel, whereby the said owners will agree that such use of the premises shall terminate at such time as the applicant no longer owns or occupies the said premises, ~~or at such time as the parent or the parents no longer occupy the said premises, whichever shall first occur.~~

**(6)** The owner will obtain a certificate of occupancy for the conditional use and renew said occupancy certificate once a year in the month of January for the duration of the use, presenting at the time of such renewal proof in the form of an affidavit that the circumstances for which the conditional use was granted have not changed.

**(7)** The application, if granted, will not have any substantial adverse effect upon the neighborhood.

**B.** The grant of such conditional use shall not become effective and a certificate of occupancy shall not be issued until such time as the owner has delivered to the Township Counsel the agreement required under Subsection **A(5)**, duly executed, together with the funds necessary to cover the cost of the recording of said agreement with the Register of Essex County.

**C.** A use permitted by this section shall be deemed abandoned when at any time any of the above requirements cease to be complied with.

**Figure 16: Proposed modifications to existing ADU ordinance**

### Incentives for Small Landlords

Another effort that has emerged regarding housing is to make it easier for small landlords to make their units more livable for seniors, either through improved design or more stable rents. We have developed a working group to investigate and pursue options to be able to offer these opportunities to small landlords.

### Senior Housing/Universal Design Summit

Increasing awareness of the value of universal design is a first step toward increasing the housing stock for seniors. Through a small working group, we are developing a senior housing/universal design summit with an intended audience of developers, real estate agents, architects, municipal employees, students, and seniors.

### Work Toward (Age-friendly) Missing Middle Housing

Montclair has several varieties of housing types, including those that would fall under Dan Parolek's concept of "Missing Middle Housing."<sup>5</sup> Unfortunately, many of the homes are not appropriate for seniors. We are developing a working relationship with developers in the hope of increasing the availability of appropriate missing middle housing.

## Domain 4: Social Participation

The fourth domain of livability is social participation, which also affects the quality of life and overall wellbeing of older adults. Being able to participate in social, spiritual, civic, and family connections helps to older adults establish and maintain relationships and social integration. Social participation is also affected by issues related to access (facilities, buildings, etc.) and transportation, which in turn are affected by affordability. Aspects of social participation to consider are:

- Accessible Opportunities
- Affordable Activities
- Range of Activities
- Awareness of Activities/Events
- Encouraging Participation/Addressing Isolation
- Integrating Various Generations, Cultures, and Communities

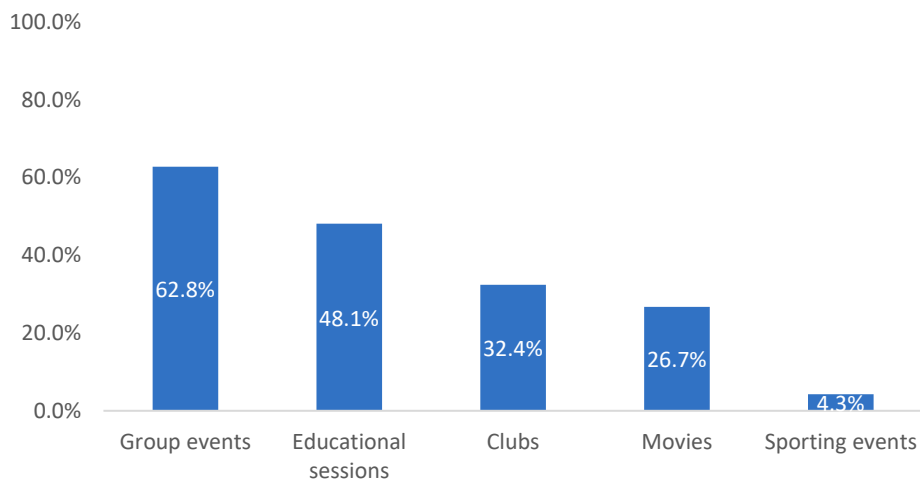
## What the CREEHS Evaluation Found

Respondents answered questions about social, cultural, religious and other types of events that they participate in as well as their perceptions of these events.

### **A majority of respondents report connecting with friends and participating in social and cultural events.**

Respondents most frequently indicated that they socialized with friends and/or neighbors during the past week (95.4%), followed by participating in social and cultural activities in Montclair (65.5%). Fewer than half of all respondents (44.7%) reported attending a religious service in the past week.

Of the services offered to residents in Montclair, attending group events (62.8%) and educational sessions (48.1%) were the most frequently reported activities by respondents (Figure 17). Focus group participants reported that they preferred activities that foster social interaction such as spending time with individuals in public spaces. These social interactions include communal meals, community center activities, library classes and other group-based events.

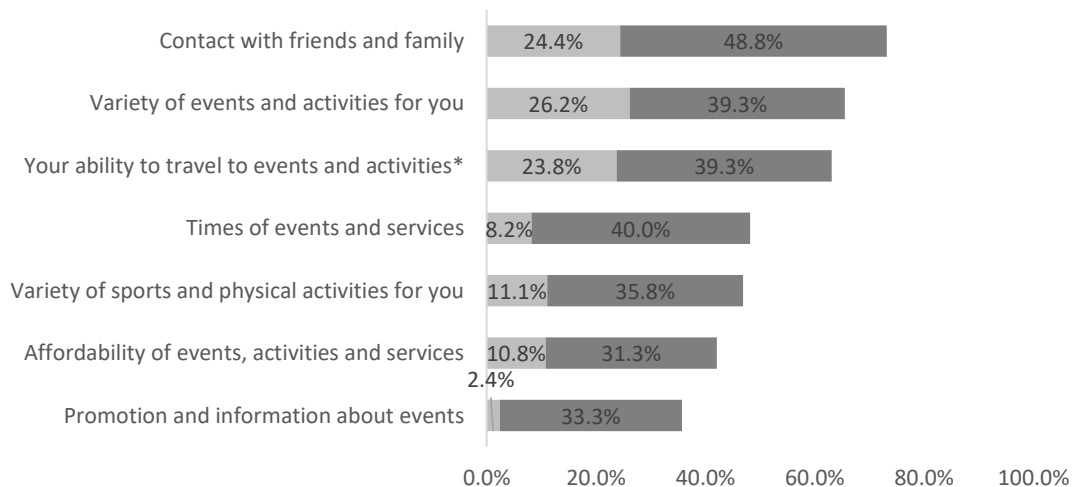


**Figure 17: Respondents who attended township events and activities during the past week (N=68)**

**Respondents positively perceive the events and activities in Montclair, though there is room for improvement in ensuring that they are accessible regardless of income.**

Survey respondents rated on a scale of “not applicable”, “very poor”, “poor”, “average”, “good” and “excellent” the variety, affordability and availability of events and activities in Montclair (Figure 18).

- 65.5% of respondents rated the variety of events and activities in Montclair as “excellent” or “good”.
  - While some focus group participants reported being active in the community, others requested additional activities and events that are inherently social, such as a senior center, continuing education and/or physical activity classes.
- 63.1% rated the ability to travel to events and activities as “excellent” or “good”, though respondents indicating incomes less than \$25,000 per year were more likely to rate this as “poor” or “very poor” than those with annual incomes between \$25,000 and \$49,999 ( $p < .05$ ).
- 42.1% rated the affordability of events, activities and services as “excellent” or “good”.
  - Focus group participants expressed a desire to participate in the classes offered at the local YMCA, but felt it was unaffordable for seniors. They pointed to an example at the Newark YMCA, which offers discounted rates for seniors.



**Figure 18: Percentage of favorable respondent ratings of the variety, affordability and availability of events and activities \*\*,\***

*\*A statistically significant relationship was found between the ability to travel to events and reported income level ( $F=3.557$ ,  $p=.004$ ). \*\*No statistical significant relationship was found between ratings on any of these items and age or race ( $p\text{-value} > .05$ ).*



## Action Plan Highlights

### The Montclair Institute for Lifelong Learning (MILL)

The Montclair Institute for Lifelong Learning (The MILL) began in the spring of 2016 following meetings among community seniors, the Adult School of Montclair Department of the Montclair Public Library, the Montclair Art Museum, the Montclair History Center, and Montclair State University. During these meetings, the group decided that The MILL would include six-week-long, high-level classes for people 55+ and that the classes would be free, thanks to funding by Partners for Health Foundation and in-kind support from the partner organizations. The intent of the six-week semesters is to allow engagement with the content and with fellow students, and the classes are open to people 55+ as that seems to be the age when residents are considering remaining in or leaving Montclair. The classes are located throughout the Township in an effort to encourage participation across various groups. In the first semester, there were seven classes offered:



**THE MILL**

The Montclair Institute for Lifelong Learning is part of Lifelong Montclair's aging in place initiative and is funded by the Partners for Health Foundation. The MILL is a collaborative effort by the Montclair Public Library and its Adult School of Montclair Department, the Montclair Art Museum, the Montclair Historical Society, Montclair State University and community seniors.

**\*Art Sampler: Artist Tools and Techniques NEW**

|               |                      |                |
|---------------|----------------------|----------------|
| Mar 24-Apr 28 | Thu 10:30am-12pm     | 6 sessions     |
| Dan Fenelon   | Edgemont Field House | free of charge |

Explore a range of artistic techniques and media in this 6-session class with MAM Art Truck artist Dan Fenelon. All levels welcome.

**\*Dance Fusion**

|                        |                                 |                |
|------------------------|---------------------------------|----------------|
| Mar 23-Apr 27          | Wed 11am-12pm                   | 6 sessions     |
| Stephenni Miller-Allen | Glenfield Park Community Center | free of charge |

Dance Fusion is specifically designed for adults with no prior dance experience. In this unique class, learn the FUNDamentals of Jazz, Ballet, Modern and Hip Hop dance styles! Class begins with a gentle warm-up and focuses on various styles and techniques followed by a relaxing cool down. In addition to learning the basics of dance, students will improve their flexibility, posture, coordination and strengthen their core. Come discover the dancer in you!

**\*The Foreign Policy Platforms of Democrats vs. Republicans NEW**

|               |                     |                                     |
|---------------|---------------------|-------------------------------------|
| Mar 21-May 2  | Mon 10:30am-12:30pm | 6 sessions                          |
| Pierre Fabian | MPL-Main            | free of charge<br>No class April 18 |

Explore what effect these differing foreign policy stances would have over the ensuing four years following the next American election.

**\*Outcasts and Oddballs NEW**

|                   |           |                |
|-------------------|-----------|----------------|
| Apr 1-May 6       | Fri 2-4pm | 6 sessions     |
| Rita Bettenbender | MPL-Main  | free of charge |

View films that depict those outside the norm. *Paris is Burning* (America), *Water* (India), *East is East* (England), *Saalam Bombay* (India), *Dirty Pretty Things* (England), *In Bruges* (England and Ireland).

**\*Stronger Core: Better Balance**

|                |                                 |                |
|----------------|---------------------------------|----------------|
| Mar 22-Apr 26  | Tue 9:30-10:30am                | 6 sessions     |
| Lorran Salerno | Glenfield Park Community Center | free of charge |

Start with posture correction and move on to exercises that will strengthen the muscles around the trunk or core. A strong core helps prevent lower back pain and improves balance which may help prevent falls.

**\*Surrealists and Dreamers NEW**

|                 |                      |                |
|-----------------|----------------------|----------------|
| Mar 22-Apr 26   | Tue 2-3:30pm         | 6 sessions     |
| Margret Rothman | Montclair Art Museum | free of charge |

Explore the art and ideas of Marcel Duchamp, Rene Magritte, Salvador Dali, Alberto Giacometti, Marc Chagall and Frida Kahlo.

**\*Taste of T'ai Chi**

|               |                   |                |
|---------------|-------------------|----------------|
| Mar 22-May 10 | Tue 10:30-11:30am | 8 sessions     |
| Donald Madson | MPL-Main          | free of charge |

T'ai Chi Ch'uan (Grand Ultimate fist) is an ancient system of self-defense and exercise. Practiced at a very slow pace, with control of one's body as the goal, it offers many benefits to those who practice regularly. It improves balance, enhances breathing efficiency, lowers blood pressure, promotes flexibility, decreases heart rate, and improves blood circulation and posture. All the organs in the body are gently massaged while practicing, and the cardiovascular system, the heart and lungs are especially benefited.

Figure 19: Spring I, 2016 MILL offerings

Despite limited marketing, the classes exploded with popularity. Very shortly, all the MILL classes were filled by the afternoon the same day registration opened. To try to

increase the number of classes offered, the partner organizations joined together in a joint fundraising effort with matching funds offered by Partners for Health Foundation. The Back to School campaign raised approximately \$50,000 from the community. As a result of the overwhelming success of the campaign, there are more classes offered per semester, and additional existing programming offered by the Montclair Art Museum has been incorporated into the MILL.

Lifelong Montclair collaborated with partner organization Care at Home NJ and the local television station to increase access to this programming for homebound older adults. The current events/foreign affairs MILL class is now broadcast live on the local TV channel and available to watch online using the senior-friendly technology provided by Care at Home NJ. (To view a sample, see <https://vp.telvue.com/preview?id=T01411&video=315351>. For more information about Care at Home NJ's efforts, see the Action Plan Highlights in Domain 5: Respect and Social Inclusion.)





## THE MILL

The goal of The MILL is to foster opportunities for high-level learning and socialization for 55+ adults offered at different locations. **These classes are free of charge but registration is required through the Adult School Department of the Montclair Public Library.**

### \*Fitness Mix: Light Cardio, Balance & Strength **NEW**

A milder paced, slo-robiics class which includes cardio, strength, stretch, and balance in a mild manner. A gentler approach to all-around fitness, Fitness Lite can be helpful as a transition class when getting back into exercise after a hiatus or after injury or surgery. Modifications are not just suggested, but encouraged. Functional fitness is stressed.

|                 |                   |            |
|-----------------|-------------------|------------|
| May 19-Jun 23   | Fri 11am-12pm     | 6 sessions |
| Regina Griffith | The Total Workout |            |

### \*Global Current Events

A topical lecture on pressing global issues of the moment with Pierre Fabian.

|               |                       |                 |
|---------------|-----------------------|-----------------|
| May 15-Jun 26 | Mon 10:30am-12:30pm   | 6 sessions      |
| Pierre Fabian | Town Council Chambers |                 |
|               |                       | No class May 29 |

### \*Yoga for Healthy Aging (Mat Class)

A yoga class especially for students who are looking for a safe, mindful approach to yoga. This is NOT a chair yoga class! Class emphasizes four essential skills: balance, strength, flexibility and agility. Students should feel comfortable getting down onto the floor; modifications of the poses will be offered for people with differing abilities. Bring a yoga mat and a blanket. (If you have yoga blocks or a strap, bring them but they are not required.)

|               |                     |                 |
|---------------|---------------------|-----------------|
| May 15-Jun 26 | Mon 10-11:15am      | 6 sessions      |
| Jean Lyons    | Edgemont Park House |                 |
|               |                     | No class May 29 |

### \*IT'S.....SHOWBIZ! **NEW**

Six films about life on the stage, in the movies, in dance, and in the irrepressible community theater. *All that Jazz* (USA), *The Taste of Others* (France), *Bowfinger* (USA), *Carmen* (Spain), *The Dresser* (England), and *Waiting for Guffman* (USA).

|                   |            |            |
|-------------------|------------|------------|
| May 16-Jun 20     | Tue 1-4 pm | 6 sessions |
| Rita Bettenbender | MPL-Main   |            |

### \*Jazz and The Great American Songbook **NEW**

A revue of the great jazz vocalists, instrumentalists and orchestras doing variations on the melodies of Cole Porter, the Gershwins, Rodgers & Hart, Johnny Mercer, Duke Ellington et al.

|               |                     |            |
|---------------|---------------------|------------|
| May 19-Jun 23 | Fri 10:30am-12:30pm | 6 sessions |
| Robert Gold   | MPL-Main            |            |

### \*Make "Merry" in May **NEW**

Watercolors using a holiday theme, not necessarily colors of the season, but colors as you feel them. The bright, fresh, happy palette worked in a quick spontaneous method. Sometimes drawing directly with your brush, no sketch!

|               |                     |            |
|---------------|---------------------|------------|
| May 18-Jun 22 | Thu 10:30am-12pm    | 6 sessions |
| Karen deLuca  | Edgemont Park House |            |

### \*Taste of T'ai Chi

T'ai Chi Ch'uan is an ancient system of self-defense and exercise. Practiced at a very slow pace, with control of one's body as the goal, it offers many benefits to those who practice regularly. It improves balance, enhances breathing efficiency, lowers blood pressure, promotes flexibility, decreases heart rate, and improves blood circulation and posture.

|               |                   |            |
|---------------|-------------------|------------|
| May 16-Jun 20 | Tue 10:30-11:30am | 6 sessions |
| Donald Madson | MPL-Main          |            |

### \*Matisse in Montclair—Gallery Conversations (Students may only register for 1 section)

Explore up close and in depth works in the Montclair Art Museum's exhibitions: *Matisse and American Art*; *Inspired by Matisse*; and *Janet Taylor Pickett: The Matisse Series*. Engage in gallery conversations facilitated by Maggie Rothman, MAM docent and MILL instructor, and Petra Pankow, MAM's Director of Education.

|                 |                      |            |
|-----------------|----------------------|------------|
| May 17-May 31   | Wed 2-3:30pm         | 3 sessions |
| Margret Rothman | Montclair Art Museum |            |

|                 |                      |            |
|-----------------|----------------------|------------|
| Jun 7-Jun 21    | Wed 2-3:30pm         | 3 sessions |
| Margret Rothman | Montclair Art Museum |            |

### \*Resistance Training for Bone Strength (Students may only register for 1 section)

Adding resistance training to an exercise regimen may increase bone mineral density, strength, ability to perform daily activities and may also decrease risk of falls and injuries.

|                 |                                 |            |
|-----------------|---------------------------------|------------|
| May 16-Jun 20   | Tue 9:30-10:30am                | 6 sessions |
| Lorrain Salerno | Glenfield Park Community Center |            |

|                 |                     |            |
|-----------------|---------------------|------------|
| May 18-Jun 22   | Thu 4:15-5:15pm     | 6 sessions |
| Lorrain Salerno | Edgemont Park House |            |

### \*Stronger Core: Better Balance

Start with posture correction and move on to exercises that will strengthen the muscles around the trunk or core. A strong core helps prevent lower back pain and improves balance which may help prevent falls.

|                 |                     |                 |
|-----------------|---------------------|-----------------|
| May 15-Jun 26   | Mon 3:15-4:15pm     | 6 sessions      |
| Lorrain Salerno | Edgemont Park House |                 |
|                 |                     | No class May 29 |

### \*Artful Outing

|       |           |           |
|-------|-----------|-----------|
| Jun 7 | Wed 2-3pm | 1 session |
|-------|-----------|-----------|

MAM invites people with dementia and their care partners to explore art together. Join MAM docents and educators in engaging with the current exhibition through gallery conversations and hands-on activities. We request that each person with dementia is accompanied by one family member or caregiver.

To make a reservation for either Artful Outing or Art in the Afternoon, please call 973-259-5136 or contact [tours@montclairartmuseum.org](mailto:tours@montclairartmuseum.org).

### \*Art in the Afternoon

|        |              |           |
|--------|--------------|-----------|
| Jun 14 | Wed 2-3:30pm | 1 session |
|--------|--------------|-----------|

During this artistic social outing, participants will enjoy an opportunity to learn about and creatively respond to art from MAM's permanent collection and temporary exhibitions. This session will feature a tour and conversation in the galleries and related art activities in Leir Hall. Refreshments will be served.

**Figure 20: Spring II, 2017 MILL offerings**

There have also been complementary activities associated with the MILL:

- In December, 2016, a MILL end-of-year singalong luncheon was held. The luncheon featured a performance by students of a MILL choral class that had taken place in the fall
- In the fall of 2016, students of a MILL art class created a variety of images of songbirds. Four of these images were then selected to become holiday greeting cards sent out by the Partners for Health Foundation. The cards were met with

such a positive response that there will be a fundraiser sale of greeting cards featuring images created in a MILL art class this year.



**Figure 21: 2016 Holiday Cards Featuring Art by MILL Students**

### **Aging in Montclair's Conversations on Aging**

Conversations on Aging in Community is a facilitated, confidential group discussion that fosters relationship building and consciousness raising. Participants share stories and shape solutions. They are held the first Thursday of each month from 10am to noon.

### **Domain 5: Respect and Social Inclusion**

Respect and Social Inclusion is the fifth domain of livability. Many older adults have reported that they feel respected and recognized, but have also mentioned that they are given less consideration in the community and among family. This domain is affected largely by changes in social and behavioral norms, culture, gender, health, and economic status. Fostering interconnectedness among generations/community/family, educating people about ageism, and promoting favorable views of aging/older adults in the media will help to increase respect and social inclusion of older adults in the community. Aspects of Respect and Social Inclusion to consider are:

- Respect/Disrespectful Behavior
- Ageism/Ignorance
- Intergenerational Interactions and Public Education
- Place Within the Community
- Helpfulness of the Community
- Place in the Family
- Economic Exclusion

## What the CREEHS Evaluation Found

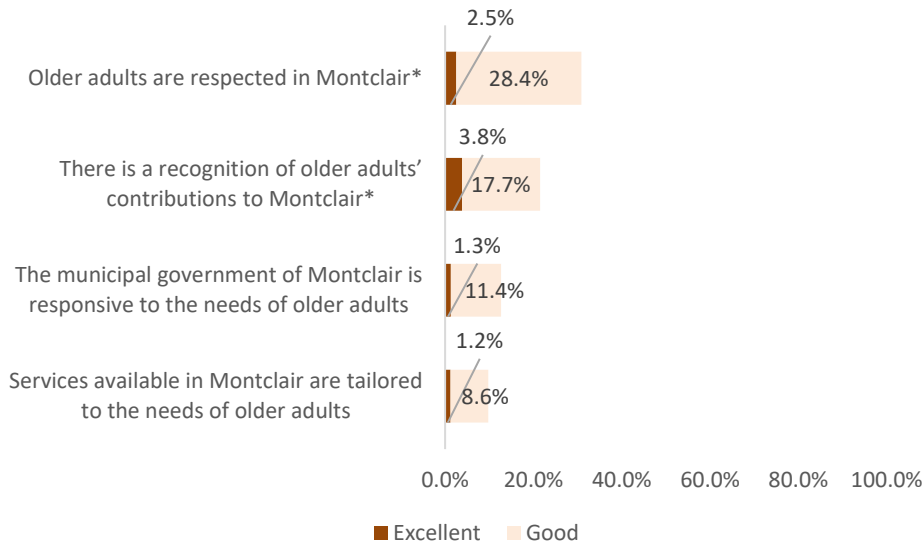
Montclair residents who responded to the survey or participated in focus groups described their perceptions about the degree to which they feel respected and included in Montclair.

**Respondents do not feel that the township of Montclair is responsive or provides tailored services to older adults.**

Survey respondents were asked to rate (on a six-point scale of not applicable, very poor, poor, average, good and excellent) their experiences as it relates to respect, recognition, accommodations and responsiveness to the needs of older adults in Montclair. Nearly a third of residents (30.9%) rated as “excellent” or “good” that older adults were respected in Montclair.

- A minority rated as “excellent” or “good” the extent to which they felt the township’s services and programs were tailored towards older adults (9.8%) (Figure 22).
- Ratings of respect for older adults and recognition of older adults’ contributions varied by income such that those making \$100,000 per year or more were more likely to rate these items favorably than those making less than \$50,000 per year.





*“[L]ower Montclair” does not receive the same services as upper Montclair.”*  
 – Focus Group Participant

**Figure 22: Favorable ratings of aspects about respect and inclusion (N=79)\***

\* A statistically significant relationship was found between respondents’ reported level of income and ratings of respect for older adults in Montclair ( $F=3.078$ ,  $p=.010$ ) and recognition of older adults’ contribution to Montclair ( $F=3.661$ ,  $p=.003$ ).

**The degree to which respondents feel like they “belong” in Montclair may vary based on where in Montclair they live and their income level.**

*“It’s hard for younger people or people who are in charge of your town to know what is like to be a senior. It’s hard to know how vulnerable we are physically and economically.”*  
 – Focus Group Participant

Statistically significant differences were found between respondent experiences as they relate to respect and recognition of older adults in Montclair and their reported level of income. Focus group participants explained that they feel that they belong to a different town or “Lower Montclair”. They suggested that there is a biased system that divides Montclair residents between “Upper” and “Lower” Montclair, a division grounded in income differences. This division restricts them from accessing the same services that residents in other areas of Montclair access.

**Action Plan Highlights**

**Senior of the Month Program**

The goal of Lifelong Montclair’s Senior of the Month program is to offset ageism by highlighting the diversity of and contributions of Montclair seniors. Seniors are selected through nominations from the community and are interviewed by Lifelong

Montclair or volunteers. Posters featuring the Senior of the Month are shared throughout town, featured in the local newspaper, and printed in the newsletters of the Montclair Center Business Improvement District and Lifelong Montclair. The local cable channel also runs a brief excerpt of the interview. (For a sample, see <https://vp.telvue.com/preview?id=T01411&video=310995>).





# Senior of the Month

## May, 2017



**Laretta Freeman**

**What is your birth date?** December 24th, 1922

**Where were you born?** Brooklyn, NYC

**When did you move to Montclair?** 1953

**Why did you move to Montclair?** A diverse community near NYC

**Are you currently employed? If so, doing what? If you had a career, what was it?** Career director of Montclair Cooperative School for 23 years. Currently employed by the NJ Health Department as a consultant to child care centers to combat obesity in young children

**How are you engaged in the community?** I worked with neighbors to stabilize Stephen Street: in the 1970s, realtors were blockbusting (trying to create panic among white residents about African Americans moving into the community). I initiated the call to resist the blockbusters. I'm also a member of the YMCA, which offers free memberships at 90 years of age; Public Policy Chair of the Township's Senior Citizens Advisory Committee (SCAC); Treasurer of the Women's International League for Peace and Freedom; and Public Policy Chair of the Essex/Hudson Chapter of the Association for Education of Young Children. I also facilitate the Current Events Discussion at the Montclair Library on the 1st Wednesday of the month and participate in folk dancing on Tuesday night at St. John's Episcopal Church.

**What are some of the most important lessons you feel you have learned throughout your life?** Live each day as though it's the first day of your life and as though it's the last day.

**What is your mantra or words you live by?** "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." -Margaret Mead

**What are your plans for future? How does Montclair fit into these plans?** I plan to keep living in Montclair.

*If you know of a Montclair senior who should be featured, please call Katie York, Director of Senior Services/Lifelong Montclair, at 973-509-4967.*

**Figure 23: A Senior of the Month poster**

### **Garden State Equality's Pledge and Protect Program**

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Garden State Equality (GSE) is taking on the challenge of addressing the health and housing concerns of LGBT seniors with a new program, Pledge and Protect. Under this program, GSE will make LGBT issues a focus of their existing LGBT cultural and clinical competency trainings for health care providers. They will also push for senior housing and senior care facilities and providers to sign a pledge signaling that they are supportive of LGBT older adults and will take affirmative steps to make their programs more welcoming to the LGBT community. GSE's Director of Programs and Community Health Organizer will work together to develop training for LGBT senior housing and care facilities. Providers that sign the pledge will be offered training for staff and an additional "Know Your Rights" training for LGBT seniors living at the facility. While the eventual goal is to offer the program statewide, the initial roll out of the program will take place in Montclair.

### **Care at Home New Jersey's Technology for Homebound Elders**

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Care at Home New Jersey is a non-profit organization associated with Vanguard Medical Group, whose mission is to use technology to help decrease social isolation among the elderly, and help patients and their families strengthen ties and stay connected. Care at Home NJ places customized, large-screen computers/tablets in homebound seniors' homes, which helps the older adults stay connected with loved ones and with the Care at Home NJ staff. A social worker does weekly outreach via Skype visits. Thanks to grant funding, the computers and tablets are provided to the homebound elders at no cost.

### **Aging in Montclair, Inc.**

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Aging in Montclair (AIM) began in February, 2015, as a group of Montclair residents interested in bringing issues facing older adults to the attention of municipal, county and state representatives as well as various community organizations. Four months later, Aging in Montclair, Inc., was formed and incorporated as a New Jersey 501(c)3 non-profit corporation. AIM has built a strong leadership group and its

membership includes hundreds of individuals from Montclair and nearby towns. AIM's mission statement is as follows:

Aging in Montclair, as the membership organization for Montclair-area seniors, engages its constituents to identify and give voice to their concerns, shape solutions, and be active volunteers in meeting the community's needs. AIM envisions a future in which the voices of seniors are heard, their experience and talents are valued, and they are empowered to build a community where they can thrive in place.

### Domain 6: Civic Participation and Employment

The sixth domain of livability is Civic Participation and Employment. An age-friendly community recognizes that as individuals age, employment and civic participation do not always stop. Older adults contribute to their communities either through paid employment or volunteer work. Some older adults need to continue working based on certain economic circumstances, while other enjoy participating in volunteer opportunities and/or local politics. Employment and civic participation opportunities should be available to older adults, while keeping in mind the appropriateness of the work (tailored to needs and interests) and possible barriers. Aspects of Civic Participation and Employment to consider are:

- Options for Volunteering
- More Opportunities/Better Employment Options
- Flexible Accommodations
- Civic Participation Encouragement
- Appropriate Training (Volunteer/Employment)
- Valuing Contributions

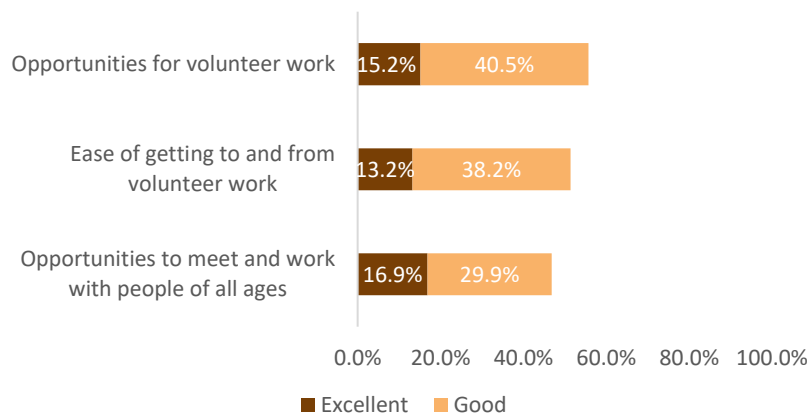
### What the CREEHS Evaluation Found

Older adults in Montclair were asked about their civic participant and employment status. More than half of survey respondents indicated they were retired (57.0%) and about one-third (32.5%) indicated they were currently employed full-time or worked part-time.

**Most respondents are uninterested in additional employment or training opportunities as they are already actively contributing their time and expertise to volunteering and community issues.**

When asked about employment opportunities in Montclair, training and retaining opportunities in the work force, flexibility of working arrangements, opportunities for paid employment, and opportunities for further education and training were rated as “not applicable/interested” by survey respondents (73.7%, 71.1%, 67.5%, and 50.0%, respectively).

- 40.3% of respondents, however, rated opportunities to contribute to community issues through consultation in Montclair as “excellent” or “good”.
- 50.0% of respondents were not interested in opportunities for further education and training, however, focus group participants emphasized their desire for more continuing education classes and the opportunity to learn new things.
- 63.4% of survey respondents reported that they participate in volunteer work. Overall, respondents favorably rate (on a scale of not applicable, very poor, poor, average, good and excellent) volunteer opportunities in Montclair (Figure 24).
- 55.7% of respondents rated opportunities for volunteer work as “excellent” or “good”.
- 51.4% rated the ease of getting to and from volunteer work as “excellent” or “good”.



**Figure 24: Favorable ratings about the ease and opportunities of volunteering (N=76)**

**Respondents that volunteer most often serve senior service, religious and educational organizations and perform a variety of administrative, advocacy and leadership tasks.**

More than half of survey respondents (53.7%) are active volunteers in 92 organizations throughout Montclair and neighboring towns. These organizations included senior service, religious, recreational, educational, and cultural organizations.

Almost all of those that volunteer (96.0%) specified the types of tasks they were assigned.

Tasks included:

- administrative,
- advocacy,
- educational,
- recreational, and
- leadership work.

## Action Plan Highlights

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### RSVP of Essex and Hudson Counties

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When Lifelong Montclair was in development, the need for opportunities to harness human capital became clear. There were plenty of older adults who wanted to volunteer their time, but no comprehensive, local volunteer infrastructure. Fortunately, RSVP returned to Essex County to provide such a resource.

Since its inception in 1971, RSVP has remained one of the largest continuous volunteer efforts in the nation, tapping into the broad wealth of skills, talents, and experience of older Americans and matching these skill sets with local needs to bring about effective change within our communities. RSVP has had a long-standing history in NJ, with a number of sponsor agencies hosting RSVP programs across the state.

The program laid dormant in Essex County for several years until 2014 when Jewish Family Service of MetroWest NJ was awarded funding by the Corporation for National & Community Service (CNCS) to launch the RSVP Center of Essex & Hudson Counties. RSVP's goal is to connect volunteers ages 55+ with opportunities to serve in their own communities. Today the RSVP Center of Essex & Hudson Counties has over 30 community partners and 400 volunteers serving in the area. They have also expanded their own programming to include Reading Buddies, the Senior SNAP Initiative, and the State Health Insurance Assistance Program (SHIP).



## Senior Lobby Day

AARP's West Essex Chapter 131 participated in Lobby Day in Trenton where they met with senators and House representatives to lobby on legislation for "The Wounded Warriors Caregivers Relief Act S750" and legislation for "S291 Authorizes Health Care Providers to Engage in Telehealth and Telemedicine." Both pieces of legislation directly affect the health and welfare of caregivers and the broader Montclair community.

## Domain 7: Communication and Information

Communication and Information is the seventh domain of livability, which is extremely important in the development of an age-friendly community. This domain has the potential to reinforce other domains on a large level, helping to keep older adults participating in the community and well-informed about pertinent information (outdoor spaces, buildings, housing, health-related information, employment and volunteer opportunities). Effective communication will increase well-being as it fosters growth in all other domains. Keeping communication and information readily accessible and widely distributed in a timely manner, through various resources in age-friendly and easy-to-read formats is important. Aspects of Communication and Information to consider are:

- Widespread Distribution
- Timely Information
- Word of Mouth/Verbal Communication
- Age-friendly formats
- Information Technology (Computers and Internet)
- Personal/Collective Responsibility

## What the CREEHS Evaluation Found

Older adults in Montclair who completed the survey and participated in the focus groups provided information about their awareness of Montclair services and resources, how they obtain information and the level of usefulness of the Lifelong Montclair communication tools.

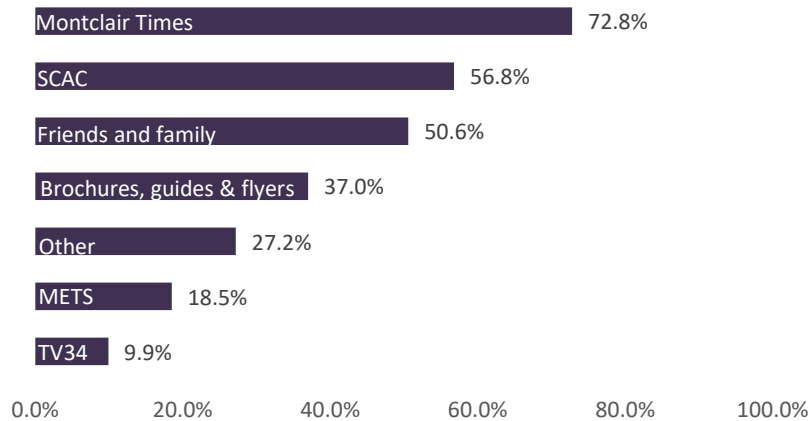
**Respondents learn about the services and resources available to them in Montclair through newspapers and word of mouth communication methods.**

Survey respondents were asked to rate (on a five-point scale of very poor, poor, average, good and excellent) their knowledge regarding services and resources that exist for older adults in Montclair.

- 30.5% of survey respondents rated their knowledge around services and resources as “excellent” or “good”.
- A similar proportion, 31.7% of respondents rated their knowledge about services and resources as “poor” or “very poor”.
- Younger seniors were more likely to rate their knowledge as “good” or “average” than older respondents ( $p < .05$ ).

Residents also were asked about how they receive information about resources that exist for older adults in the township. The Montclair Times (72.8%), Montclair Senior Citizen Advisory Committee (SCAC; 56.8%), and friends and family (50.6%) were the main sources of communication and information for many of the residents (Figure 25). Focus group participants expounded on this.

- Participants learned about services and resources in Montclair through events, social gatherings (e.g., communal meals), houses of worship, community-based organizations (e.g., Toni’s Kitchen, United Way) and the public library.
- Focus group participants preferred to receive information through word of mouth especially during social gatherings. This allows for older adults to be guided and shown where to go.
- Others preferred the newspaper and mail because they like to read and learn more about the services that are available in town.



**Figure 25: Source of information about resources that exist for older adult respondents use (N=81)\*\***

\*\*No significant differences were found between information source and age, income or race ( $p$ -values  $>.05$ ).

**Most of the respondents who are aware of the Lifelong Montclair communication and information tools find them useful and have learned something new from them.**

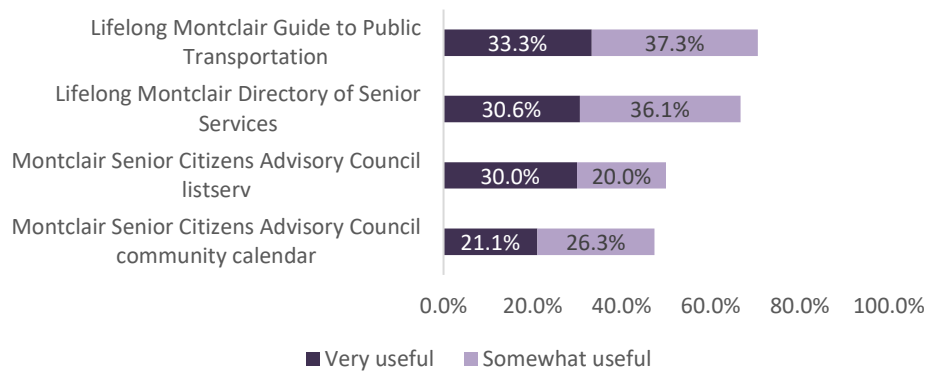
Survey respondents were asked if they heard about or used resources made available by Lifelong Montclair and the Montclair Senior Citizens Advisory Council (SCAC).

- 60.8% of respondents heard about the Lifelong Montclair Guide to Public Transportation.
- 43.6% heard about the Montclair Senior Citizens Advisory Council community calendar.
- 42.5% heard about the Lifelong Montclair Directory of Senior Services.
- Of note, respondents in lower socio-economic groups were more likely to have heard about this directory than those in other groups ( $p < .05$ ).

Those survey respondents who were aware of the resources made available by Lifelong Montclair and SCAC were also asked to rate the usefulness of these offerings (Figure 26; not all data shown).

- 70.6% of these respondents rated the Guide to Public Transportation as “very useful” or “somewhat useful”. Nearly two-thirds (64.7%) indicated they learned new from it (data not shown in Figure 26).

- 66.7% rated the Directory of Senior Services as “very useful” or “somewhat useful”. More than half (55.9%) reported that they learned something new from it (data not shown in Figure 26).
- 50.0% rated the SCAC listserv as “very useful” or “somewhat useful”. 57.9% learned something new from it (data not shown in Figure 26).



**Figure 26: Favorable ratings about the usefulness of resources made available by Lifelong Montclair and SCAC (N=51)**

## Action Plan Highlights

### Lifelong Montclair Newsletter

Lifelong Montclair created a new newsletter after partnering with a company who sells ads for the newsletter, designs it, and prints it at no cost to the Township. 1000 newsletters are printed and distributed every two months. The calendar of Senior Activities at Edgemont Park House is included in the newsletter. To view the newsletter, visit <http://www.ourseniorcenter.com/find/township-of-montclair>.

### Lifelong Montclair Directory of Senior Services

When Lifelong Montclair started, the existing Township directory of senior services available in Montclair had not been updated since 2004. Meanwhile, despite the wealth of services available, the lack of awareness of these services created a feeling among the seniors that services were missing. A summer intern used the older directory and updated the information as needed. Lifelong Montclair then worked with the Senior Citizens Advisory Committee to ensure that the formatting, content, and

style fit the needs of senior residents. 1700 copies of the directory were printed and distributed, and another printing is planned.

Lifelong Montclair convened a working group of members of the Senior Citizens Advisory Committee, Aging in Montclair, and interested community seniors to develop a site where seniors and community organizations can access more up-to-date information than a printed directory could provide. The online directory is based on the printed directory. The online directory is available at <http://directory.lifelongmontclair.org>.

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### **Senior Citizens Advisory Committee Website**

The Senior Citizens Advisory Committee (SCAC) website consists of approximately fifty pages organized into sub-sections for Community/Events, Purpose/Role, and Policy. White Papers presented to the Town Council are published here in full. Users can use this site as a portal for entry into the Senior Event Calendar, announcements regarding our Seniors in Taxi program, Senior Bus schedule, and the Montclair Institute for Lifelong Learning (MILL) class schedule. Stats on viewership reflect notable increase during times before and after the annual Seniorama event as well as before and after presentations of White Papers to Town Council.

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### **AIM Speakers Bureau**

Serving the community requires us to bring many voices “*into the loop*” and ask others what they need to grow old successfully. AIM speakers can address small gatherings of your friends or neighbors. The speakers are available and ready to schedule meetings in senior residences, apartment buildings, and at group events. Through funding from the Township, the Speakers Bureau also shares information about the efforts of Lifelong Montclair and its partners within each of the 8 Domains of Livability.

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### **Lunch Learn Ask Series**

Lifelong Montclair partnered with a local real estate company, Matthews & Company Realty, to host monthly sessions highlighting the work of partner organizations in each of the 8 Domains of Livability. The program, Lunch, Learn, Ask,



offers a complimentary lunch, which Matthews & Company secures from a local business sponsor. There is a brief 15-minute presentation by the partner organization, then the focus is on time for the seniors to ask questions.



# Lunch, Learn, Ask

Presented by



and



Focusing on each of the World Health Organization's 8 Domains of Livability

3rd Thursdays of the Month

**December 15th, 12:15pm**  
**Edgemont Park House, Valley Road, Montclair**  
***Creative Options for Senior Housing***

  
 Montclair Shared Housing Association  
**The Montclair Inn**  
Affordable and Independent Senior Living

  
 HomeSharing

  
 HOME Corp

  
 United Methodist  
 Communities  
PineRidge of Montclair

**Learn about senior housing options in Montclair, then  
*ask* to find out more!**

**Registration preferred: 973-744-3278**  
 Complimentary Lunch Sponsored by  
 Stephen Bossio, Total Mortgage (203-733-4855)

Figure 27: Flyer from the December, 2016 Lunch, Learn, Ask

## Domain 8: Community Support and Health Services

The eighth domain of livability is Community Support and Health Services. To promote the health and wellbeing of older adults, access to various health services and community support is essential. Keeping older adults active, engaged in the community, and functioning independently depends on access to quality health and support services. Affordable health services are a major concern. Not only is access to quality/affordable care a major concern, but also of concern is distribution of care across the community by trained and culturally competent healthcare workers/network of services. Aspects of Community Support and Health Services to consider are:

- Accessible Care (well-located, adequate transportation, age-friendly buildings/facilities)
- Cultural Competence (addressing attitudes of health service providers towards older people, improve provider communication skills, etc.)
- A Wider Range of Health Services
- Aging Well Services
- Home Care
- Residential Facility Options
- Network of Community Services
- More Volunteers
- Emergency Preparedness/Disaster Plans

### What the CREEHS Evaluation Found

Older adults in Montclair who participated in the survey provided information about their mental and physical well-being as well as the variety, affordability and availability of health programs, services and payment.

**More than two-thirds of respondents were not prohibited by physical or mental health concerns in participating in their normal activities.**

A minority of respondents reported that physical and mental health concerns prevent them from participating in their regular activities.

- 29.8% of respondents indicated that during the past month, their physical well-being prevented them from participating in their day-to-day activities (average of 5 days, range 1 to 30 days).
- 23.2% stated they were unable to participate in their normal activities due to their mental health (average of 3 days, range 1 to 10 days).

- 6.4% of respondents stated they could not see a healthcare provider due to the cost (88.5% reported that there was not a time during the past year when cost prevented them from seeing a doctor when they needed one).

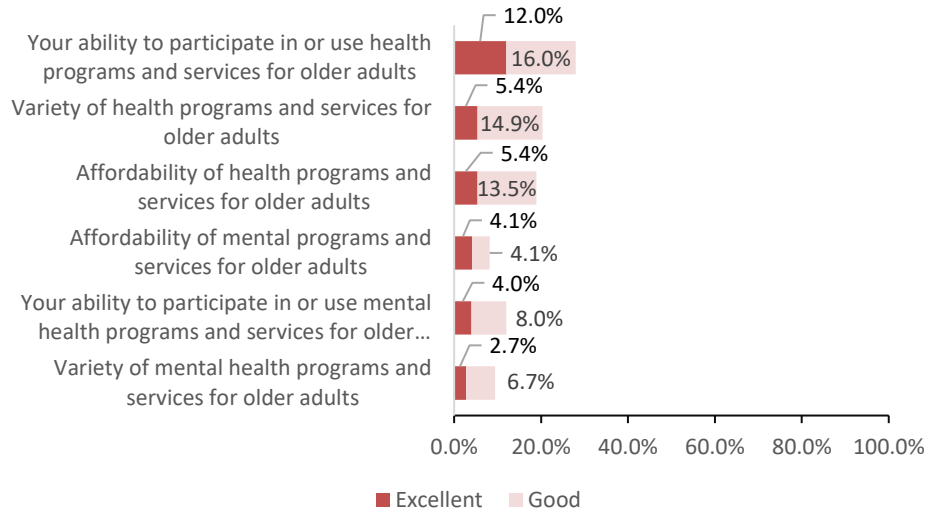
**Respondents generally perceive the physical and mental health services in Montclair to be average.**

In regard to physical health programs and services, respondents rated on a scale of “very poor”, “poor”, “average”, “good”, and “excellent” their perceptions about the variety, affordability and their ability to participate in health programs for older adults in Montclair (Figure 28).

- 34.0% rated as “good” or “excellent” the ability to participate in or use local health programs.
- 18.9% rated the affordability of health programs and services as “good” or “excellent”.
- Of note, 25.7%-26.7% of respondents indicated each that the variety, affordability and ability to participate in Montclair health programs did not apply to them or that they were not interested (data not shown in Figure 28). This suggests that these residents are obtaining services elsewhere or have needs that are unmet by Montclair programs.

Nearly half of respondents indicated each that the variety, affordability and ability to participate in Montclair mental health programs did not apply to them or that they were not interested (41.3%, 49.3% and 53.3%, respectively). Moreover:

- 12.0% rated the ability to participate in or use local mental health programs as “good” or “excellent”) and
- 8.2% of respondents rated the affordability of mental health programs and services as “good” or “excellent” (Figure 28).



**Figure 28: Favorable ratings about the variety of health programs and services for older adults (N=40)**

## Action Plan Highlights

### Life Transitions for Seniors

Lifelong Montclair convened a meeting of the existing partners in 2014. One of the purposes of that meeting was to encourage networking between stakeholders who wanted to explore ways to increase in services to Township senior residents. The Chair of the Senior Citizen Advisory Committee and Executive Director of the Mental Health Association of Essex County realized that a case management program he was currently offering to the homeless at Toni’s Kitchen could be revamped to fit the needs of seniors who need transition counseling as they moved from the work world to the world of retirement. Over the next months a sub-committee from the SCAC worked with MHAEC to craft a program where a case worker would offer free counseling to any senior who attended one of several programs within Montclair dedicated to seniors, namely at the YMCA, the Montclair Public Library, and the Wally Choice Center. The counselor would not only provide information for those seeking his help, but he would also help the seniors fill out any forms that might be required, drive them to offices where they might need to have meetings, and provide support over time until the stress was mitigated.



Thanks to funding from the Partners for Health Foundation, a case manager was hired. In the first year of the program, the case manager and the SCAC Chair had many meetings to exchange relevant information about existing and emerging programs. The case manager made monthly reports to the SCAC Board citing numbers of cases as well as patterns indicating gaps in needed services so that SCAC could do necessary research and advocacy to remediate.

There are at least three types of seniors in need of this type of case management:

1. seniors whose prior planning (e.g. financial, health care and transportation needs) was inadequate for decision-making once they were in their retirement years.
2. seniors whose retirement resources have been so reduced that they experience food insecurity
3. seniors whose financial resources have been so depleted that they have both housing and food insecurity.

This program was designed to primarily address the needs of category 1 above. Anecdotal reports from recipients of this service have suggested that LTS assistance has reduced their stress levels, provided much needed information, and often led to reasonable go-forward solutions for their issues. In the future, the hope is to develop a more robust pipeline for LTS recipients by finding a permanent office space with a regular appointment calendar for a case manager. An additional goal is to form an alliance with agencies that provide assistance for seniors who fall into categories 2 and 3 above so that individuals can be assisted by the most appropriate intervention partners.

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### **Mobile Farm Stand**

In 2015 a United States Department of Agriculture provided the Montclair Community Farm Coalition with the funds necessary to lease a pick-up truck and the material for constructing and operating a “mobile farm stand”. Members of the Professional Woodworkers Guild of Upper New Jersey built the farm stand using reclaimed lumber in the carpentry shop of Matthew Weiss, MCW Carpentry, LLC, current president of the guild.

The Montclair Community Farm Coalition implemented the mobile farm stand to bring local produce from its farm sites to area seniors. The Coalition operates two primary micro farm sites -- one behind the HOME Corp building on Miller Street and one at the Montclair History Center Orange Road. They sell locally-grown produce at affordable prices to seniors by setting up shop in the farm stand at Montclair's senior housing buildings and where seniors congregate.

The Montclair Community Farm Coalition consists of local organizations committed to engaging the community in farming, food, agricultural and nutrition education. These local community farms are hands-on resources to create a healthy food environment to support healthy food and lifestyle choices.

The members of the Montclair Community Farm Coalition are HOME Corp, Montclair Health Department, Montclair History Center, Montclair State University, Rutgers Cooperative Extension of Essex County: Essex 4-H and Master Gardeners, and District Initiative for Gardening in Schools (DIGS).



**Figure 29: Photos of the Mobile Farm Stand, courtesy of Montclair Community Farms**

## Wellness Assessment Van for Elders (WAVE) Program

The WAVE program (Wellness Assessment Van for Elders) is operated by Clara Maass Medical Center and brings Medicare's no-cost Annual Wellness Visit to senior groups and residences, community organizations, and municipalities throughout the Montclair area. The WAVE program is made possible through funding by the Healthcare Foundation of New Jersey.

Designed to help prevent future illness and injury, the WAVE visit includes:

- A health and wellness interview that includes a review of each senior's vital signs, health habits and risk factors.
- Simple screenings to check memory, risk of falling, bone density, circulation, heart and nerve functions, breathing ability and risk of depression. Many of these tests have no Medicare co-pays.
- Time to talk 1-on-1 about overall physical health and ways to stay healthy.
- An easy-to-understand report and personal health plan that each senior takes home and can bring to future medical appointments. The plan includes recommended services and screenings for the next 5 to 10 years, including many no-cost Medicare services.

## Summary of CREEHS Evaluation Findings

The sections above describe the key findings from this outcomes component of the evaluation. These findings suggest key strengths and areas for improvement in the Lifelong Montclair initiative.

## Strengths

The findings highlight several key assets and strengths of the Lifelong Montclair Initiative and its programs. These include, but are not limited to, the following.

1. Respondents are able to travel independently by driving, using public transportation and walking.
2. Respondents report walking to get from place to place and it is generally perceived to be a favorable way of getting around town.

3. The majority of respondents are aware of the Montclair Senior Bus.
4. For those who do use public transportation, it is perceived as a reliable and affordable way to travel.
5. The majority of respondents own their homes in Montclair and desire to stay in their home and in Montclair in the future.
6. Montclair is perceived to be a safe place to live.
7. Respondents are engaged in the community through socializing with friends and neighbors, volunteering with a variety of agencies to contribute their expertise, participating in cultural and continuing educational activities.
8. The Lifelong Montclair Guide to Public Transportation and the Lifelong Montclair Directory of Senior Services are perceived to be useful and provide individuals with new information.

### Areas for Improvement

Data collected as part of this component of the evaluation revealed potential areas for improvement.

1. Respondents, particularly for those in lower to middle income groups (i.e., making less than \$75,000 per year), would like to see more point to point transportation and Montclair-sponsored options that travel to surrounding towns.
2. While respondents were aware of the senior bus, few use it because it is perceived as unreliable, having limited service for pick-up and limited service for drop off.
3. Respondents were aware of the taxi voucher program but noted that it is limited in its usefulness because of the extra step needed to obtain the voucher and the taxi driver expectation of a tip in addition to the voucher.
4. Safe, equitable and affordable options only for Montclair residents are needed. In addition, housing options that help to lower the tax burden were also noted as needed.
5. Additional information sharing and marketing may be useful to disseminate the details of the home sharing program.

6. Additional opportunities, such as communal meals, a senior center, senior discounts for YMCA memberships, to network and spend time with other older adults are needed.
7. A township contact person that can help direct older adults to resources as well as to help understand the information they receive in the mail may be useful to residents.
8. Additional dissemination efforts of Lifelong Montclair and SCAC communication tools may help to increase the reach and ensure that all residents have access to them.

### Concluding Statement from CREEHS

The information included in this report is based on the data collected by and made available to CREEHS during the period of September 2015 through March 2016. The findings describe the short-term outcomes of the Lifelong Montclair Initiative and the current context of aging in Montclair as reported during this period. The data inform the strengths and areas for improvement to Lifelong Montclair so that it may continue to serve the needs of older adults aging in Montclair.

Although the evaluation design limits the ability to directly attribute the findings to Lifelong Montclair efforts, the findings of this evaluation suggest the following.

- Older adults in Montclair are using public and active forms of transportation to travel.
- Additional efforts are needed to advertise the home sharing programs as well as to ensure that equitable and affordable housing is available for all older adults in Montclair.
- More information is needed to better address the varying perceptions about the physical and mental health services offered by the town.
- Older adults in Montclair are engaged in volunteer work, socializing with others and participating in events and activities; however, they do not feel included and valued in the township.

- Communication strategies, such as the Lifelong Montclair Guide to Public Transportation and the Lifelong Montclair Directory of Senior Services, are effective at increasing awareness and knowledge about Montclair-based older adult services.

As Lifelong Montclair continues to evolve and expand its work, future efforts should continue to assess the impact of these strategies on the key areas of housing, transportation, social engagement and communication.



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## Appendices

Appendix A – Evaluation Design and Methods

Appendix B – Annotated Montclair Resident Survey

Appendix C – Montclair Resident Focus Group Summary

## Appendix A: Evaluation Design and Methods

With funding from Partners for Health, Lifelong Montclair project staff contracted with the Center for Research and Evaluation on Education and Human Services (CREEHS) at Montclair State University to evaluate its aging in place initiative.

The purpose of this evaluation was to learn about whether the Lifelong Montclair initiative is functioning at an optimal level, whether the initiative's goals are being met, and what improvements can be made in order to ensure greater success.

Five questions guided this evaluation:

1. To what extent are partner organizations engaged in the Lifelong Montclair-Aging in Place initiative?
2. To what extent are partners in the Lifelong Montclair-Aging in Place initiative collaborating with one another (e.g., sharing of resources and information, working together on projects) in projects related to improving the lives of older adults in Montclair?
3. To what extent did Lifelong Montclair-Aging in Place project activities address the following needs for individuals age 55 years and older in Montclair:
  - Affordable and suitable housing?
  - Access to public and active transportation?
  - Access to health services that aim to improve mental and physical health?
  - Community engagement?
  - Community knowledge and awareness about services for older adults in Montclair?
4. How were communication strategies used to impact Montclair residents' awareness and knowledge about Montclair-based older adult services and resources?
5. What are the strengths and areas for improvement, both internal and external to, the Lifelong Montclair-Aging in Place initiative?

A companion report, *Evaluation of the Lifelong Montclair Aging in Place Initiative: Partnership Highlights* addresses questions 1 and 2. This report addresses evaluation questions 3, 4 and 5. The evaluation used a mixed-method design that used data collected from multiple sources. These included one online survey of partner organization representatives; an online and paper copy survey with a sample of Montclair residents aged 55 years and older; and two focus groups with Montclair residents aged 55 years and older. Data collection occurred between September 2015 and February 2016.

CREEHS staff developed all instruments in collaboration with program staff. CREEHS obtained approval from the Montclair State University Institutional Review Board (IRB) for all study procedures and instruments. All instruments, annotated survey summaries, and findings are provided in Appendices B and C.

### Resident Survey

An online and paper copy survey was conducted with Montclair adult residents in November, 2015– December, 2015. The online and paper-based survey collected information about the level of engagement, level of collaboration and the types of collaboration among partners, benefits of collaboration, and areas of strength and improvement.

The CREEHS evaluation team worked closely with Lifelong Montclair staff to identify listservs and existing rosters of Montclair residents, aged 55 years and older, who participate in services associated with Lifelong Montclair initiative. The CREEHS team emailed the listserv hosts, who then sent a recruitment email, including a link to the survey, the residents email addresses.

For the paper survey, the CREEHS team worked with the Lifelong Montclair project coordinator to administer the survey to Montclair residents, aged 55 years and older, in six public locations. These locations were Montclair public spaces where older adults congregate (e.g. Montclair Institute for Lifelong Learning classes) in Montclair and were associated with Lifelong Montclair services and programs. They included, the Montclair High School Annex, Montclair Public Library, Glenfield Park House, First Montclair House, South End Gardens and

Chrill Care. The CREEHS team worked with the key contacts at the six locations to collaboratively recruit participants. The key contacts distributed flyers and announced the survey to recruit older adults in their locations.

Overall, 93 surveys were completed (63 online and 30 paper). Descriptive statistics (e.g., frequency analysis, cross-tabulation) were used to analyze the survey responses. Open-ended responses were content analyzed for common themes and key contextual information.

### Resident Focus Group

Three focus groups were planned and two were conducted with Montclair older adult residents on February 3<sup>rd</sup> and 4<sup>th</sup>, 2016. Montclair residents, age 55 years and older, were eligible to participate. The focus groups collected information about residents' perceptions of and experiences with affordable and suitable housing, access to transportation, community engagement and factors influencing the reach, use and effectiveness of communication strategies (e.g., Senior Services Directory, Transportation Booklets).

The focus groups occurred at the Montclair Public Library and Glenfield Park Community Center. The CREEHS research team relied on the expertise of the Lifelong Montclair initiative staff and stakeholders to determine the final locations for these focus groups. Once the locations were identified, Lifelong Montclair staff and the CREEHS team collaboratively recruited participants. An email was sent to key contacts at the two locations asking for volunteers to participate in a focus group about their perceptions of the services available to older adults in Montclair. Key contacts were also asked to distribute flyers to recruit older adults in their locations. The recruitment email was followed up with a series of phone calls to the key contact to assist in scheduling the focus groups.

Two focus groups were completed with a total of eight participants. It is important to note that Toni's Kitchen was also identified as focus group location, but after two visits to recruit participants, there were no participants that both met the eligibility criteria for the focus group and were willing to participate. In addition, two other locations were also identified as potential

focus group locations. The contact people for these locations were unresponsive and no focus groups could be scheduled there.

Focus group data were summarized as appropriate. The summaries were combined with the focus group facilitators' notes. These summaries were then content analyzed for common themes and key contextual information.

### Strengths and Limitations of this Study

The data collected provided an opportunity for participants to express their thoughts about the current programs available in Montclair for senior residents. This data includes a diverse population of Montclair senior residents who are active in the community. The participants demonstrated interest in being part of a project that could lead to an improvement of the services and resources available to senior residents in Montclair.

With the collaboration of Lifelong Montclair partners, the CREEHS team was able to conduct surveys and focus groups at various locations, which enabled an extensive data analysis.

One of the main limitations of this evaluation was the response rate among residents. The CREEHS team was unable to collect the targeted 200 surveys. The limited survey response rate may be partially explained by the exceeding amount of surveys that senior residents have been asked to fill out in recent months. As a result of this potential over-surveying, the CREEHS team collaborated with partner organizations to identify untapped groups of older residents in Montclair. These particular groups were targeted through public places, such as the library, a local emergency food provider and others. Not all adults in these locations were Montclair residents or were aged 55 years and older.



## Appendix B: Annotated Montclair Resident Survey

### Lifelong Montclair Montclair Resident Survey (Fall 2015)

#### Transportation

1. During the last 7 days, what modes of travel did you use to get from place to place?

| <b>N = 88</b>                                       | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>You drove a car</b>                              | 72       | 81.8%    |
| <b>A friend or family member drove you in a car</b> | 35       | 39.8%    |
| <b>NJ Transit bus (public bus)</b>                  | 19       | 21.9%    |
| <b>Township of Montclair Senior Citizen Bus</b>     | 3        | 3.4%     |
| <b>Train</b>  | 13       | 14.8%    |
| <b>Taxi</b>   | 4        | 4.5%     |
| <b>Walking</b>                                      | 57       | 64.8%    |
| <b>Biking</b>                                       | 2        | 2.3%     |
| <b>I did not go anywhere over the last 7 days</b>   | 0        | 0.0%     |
| <b>Other</b>  | 2        | 2.3%     |
| <i>plane = business trip to san diego</i>           | 1        | 1.1%     |
| <i>Access Link</i>                                  | 1        | 1.1%     |

2. Have you heard about the Township of Montclair Senior Citizen Bus?

| <b>N = 86</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|
| <b>Yes</b>    | 74       | 86.0%    |
| <b>Maybe</b>  | 4        | 4.7%     |
| <b>No</b>     | 8        | 9.3%     |

3. What are the reasons you did not use the Township of Montclair Senior Citizen Bus in the last 7 days?

| <b>N = 70</b>   | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>Other transportation is faster</b>                                   | 35       | 50.0%    |
| <b>Other transportation is more convenient</b>                          | 45       | 65.7%    |
| <b>Does not go to the places I wanted to go</b>                         | 22       | 31.4%    |
| <b>Does not pick me up at a convenient location</b>                     | 17       | 25.7%    |
| <b>Does not run during the times I need it</b>                          | 21       | 30.0%    |
| <b>I do not know how to get the Senior Bus</b>                          | 14       | 20.0%    |
| <b>Other</b>  | 19       | 27.1%    |
| <i>I drive and/or do not need it</i>                                    | 13       | 18.6%    |
| <i>It takes you but doesn't bring you back</i>                          | 2        | 2.9%     |
| <i>Driver is hostile</i>  | 1        | 1.4%     |
| <i>I have seen the bus but have never seen a schedule or its route.</i> | 1        | 1.4%     |
| <i>Using it to go to destination &amp; return after 4 to 6 hours.</i>   | 1        | 1.4%     |
| <i>I'm at work during the hours of operation.</i>                       | 1        | 1.4%     |

4. Please rate the following items about transportation options in Montclair:

|   | <b>Tot<br/>al</b> | <b>Not<br/>applicable</b> |       | <b>Very<br/>Poor</b> |       | <b>Poor</b> |       | <b>Average</b> |           | <b>Good</b> |           | <b>Excellent</b> |       |
|---|-------------------|---------------------------|-------|----------------------|-------|-------------|-------|----------------|-----------|-------------|-----------|------------------|-------|
|   | N                 | N                         | %     | N                    | %     | N           | %     | N              | %         | N           | %         | N                | %     |
| <b>Variety of transportation options for you to get from place to place</b> | 81                | 11                        | 13.6% | 1<br>1               | 13.6% | 1<br>1      | 13.6% | 2<br>4         | 29.6<br>% | 17          | 21.0<br>% | 7                | 8.6%  |
| <b>Availability of transportation options for you</b>                       | 79                | 13                        | 16.5% | 9                    | 11.4% | 1<br>3      | 16.5% | 1<br>9         | 24.1<br>% | 18          | 22.8<br>% | 7                | 8.9%  |
| <b>Affordability of transportation options for you</b>                      | 78                | 16                        | 20.5% | 2                    | 2.6%  | 6           | 7.7%  | 2<br>0         | 25.6<br>% | 25          | 32.1<br>% | 9                | 11.5% |
| <b>Your ability to use transportation options</b>                           | 79                | 11                        | 13.9% | 6                    | 7.6%  | 9           | 11.4% | 1<br>3         | 16.5<br>% | 30          | 38.0<br>% | 10               | 12.7% |

## Housing

5. For how many years have you been living in Montclair?

| Average Number of Years | Range        |
|-------------------------|--------------|
| 34.2 years              | 0 – 90 years |

| Average Number of Years | N  | %     |
|-------------------------|----|-------|
| 0-9 Years               | 8  | 10.7% |
| 10-19 Years             | 8  | 10.7% |
| 20-29 Years             | 12 | 16.0% |
| 30-39 Years             | 20 | 26.7% |
| 40-49 Years             | 14 | 18.7% |
| 50-59 Years             | 6  | 8.0%  |
| 60-69 Years             | 5  | 6.7%  |
| 70-79 Years             | 0  | 0%    |
| 80-89 Years             | 1  | 1.3%  |
| 90-99 Years             | 1  | 1.3%  |

6. Where do you currently live?

| N = 86  | N  | %     |
|---|----|-------|
| House   | 52 | 60.5% |
| Public housing or Senior housing apartment        | 10 | 11.6% |
| Personal apartment (not public or senior housing) | 13 | 15.1% |
| Condominium                                       | 8  | 9.3%  |
| Assisted living                                   | 1  | 1.2%  |
| Other   | 2  | 2.3%  |
| Two family house                                  | 1  | 1.1%  |
| cooperative apt.                                  | 1  | 1.1%  |

7. Do you rent or own your residence?

| Do you rent or own your residence? N = 86 | N  | %     |
|---|----|-------|
| Own                                       | 61 | 70.9% |
| Rent                                      | 21 | 24.4% |
| Not applicable                            | 1  | 1.2%  |
| Other                                     | 2  | 2.3%  |
| Family owns apt.                          | 1  | 1.2%  |
| temporary residency                       | 1  | 1.2%  |

8. Are you living...

| <b>N = 83</b>  | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>In your home, alone</b>   | 33       | 39.8%    |
| <b>In your home, with a spouse/significant other</b>                                     | 37       | 44.6%    |
| <b>In your home, with a family member</b>  | 9        | 10.8%    |
| <b>In your home, with someone other than a family member, spouse/significant other</b>   | 1        | 1.2%     |
| <b>In the home of a family member</b>  | 0        | 0.0%     |
| <b>In the home of someone other than a family member</b>                                 | 0        | 0.0%     |
| <b>Other</b>   | 2        | 3.6%     |
| <i>Senior housing</i>  | 1        | 1.2%     |
| <i>My spouse and I live in a two family with tenants</i>                                 | 1        | 1.2%     |
| <i>We decided to remain in Montclair. Our need for transportation is very important.</i> | 1        | 1.2%     |

9. Do you want to continue to live in Montclair?

| <b>N = 86</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 77       | 89.5%    |
| <b>No</b>                                    | 2        | 2.3%     |
| <b>I don't know</b>                          | 6        | 7.0%     |
| <b>I do not wish to answer this question</b> | 1        | 1.2%     |

10. Do you feel confident that you will be able to stay living in Montclair over the next 10 years?

| <b>N = 78</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 30       | 38.5%    |
| <b>No</b>                                    | 21       | 26.9%    |
| <b>I don't know</b>                          | 27       | 34.6%    |
| <b>I do not wish to answer this question</b> | 0        | 0.0%     |

11. Do you want to continue to live in your current place of residence?

| <b>N = 82</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 58       | 70.7%    |
| <b>No</b>                                    | 8        | 9.8%     |
| <b>I don't know</b>                          | 15       | 18.3%    |
| <b>I do not wish to answer this question</b> | 1        | 1.2%     |

12. Please rate the following items as they relate to housing in Montclair:

|   | <b>Total</b> | <b>Not applicable</b> |       | <b>Very Poor</b> |       | <b>Poor</b> |       | <b>Average</b> |       | <b>Good</b> |       | <b>Excellent</b> |       |
|---|--------------|-----------------------|-------|------------------|-------|-------------|-------|----------------|-------|-------------|-------|------------------|-------|
|   | N            | N                     | %     | N                | %     | N           | %     | N              | %     | N           | %     | N                | %     |
| <b>Your ability to cover the price you pay for your home (e.g., heating, mortgage, rent, taxes)</b>             | 84           | 1                     | 1.2%  | 4                | 4.8%  | 17          | 20.2% | 29             | 34.5% | 24          | 28.6% | 9                | 10.7% |
| <b>Availability of services to maintain or modify your home to allow you to stay in your home</b>               | 84           | 10                    | 11.9% | 5                | 6.0%  | 11          | 13.1% | 30             | 35.7% | 24          | 28.6% | 4                | 4.8%  |
| <b>Affordability of services to maintain or modify your home in your home to allow you to stay in your home</b> | 82           | 11                    | 13.4% | 8                | 9.8%  | 16          | 19.5% | 24             | 29.3% | 19          | 23.2% | 4                | 4.9%  |
| <b>Availability of housing options that meet your needs in Montclair</b>  | 81           | 8                     | 9.9%  | 9                | 11.1% | 24          | 29.6% | 26             | 32.1% | 10          | 12.3% | 4                | 4.9%  |
| <b>Affordability of housing options that meet your needs in Montclair</b>                                       | 80           | 6                     | 7.5%  | 12               | 15.0% | 30          | 37.5% | 18             | 22.5% | 10          | 12.5% | 4                | 5.0%  |
| <b>The safety of the area where you live</b>  | 84           | 0                     | 0.0%  | 1                | 1.2%  | 2           | 2.4%  | 17             | 20.2% | 35          | 41.7% | 29               | 34.5% |

## **Social Participation**

13. In the past week, have you taken part in any social or cultural activities in Montclair (e.g., visit the Art Museum, attended a concert, participated in recreational leagues)?

| <b>N = 87</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 57       | 65.5%    |
| <b>No</b>                                    | 30       | 34.5%    |
| <b>I don't know</b>                          | 0        | 0.0%     |
| <b>I do not wish to answer this question</b> | 0        | 0.0%     |

14. During the past week, have you socialized with friends and/or neighbors?

| <b>N = 87</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 83       | 95.4%    |
| <b>No</b>                                    | 4        | 4.6%     |
| <b>I don't know</b>                          | 0        | 0.0%     |
| <b>I do not wish to answer this question</b> | 0        | 0.0%     |

15. Over the past week, have you attended any religious services? (e.g., church, temple, mosque, etc.)

| <b>N = 85</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 38       | 44.7%    |
| <b>No</b>                                    | 47       | 55.3%    |
| <b>I don't know</b>                          | 0        | 0.0%     |
| <b>I do not wish to answer this question</b> | 0        | 0.0%     |

16. In the past week, have you attended any of the following in Montclair?

|                             | <b>Total</b> | <b>Yes</b> |          | <b>No</b> |          | <b>I don't know</b> |          |
|-----------------------------|--------------|------------|----------|-----------|----------|---------------------|----------|
|                             |              | <b>N</b>   | <b>%</b> | <b>N</b>  | <b>%</b> | <b>N</b>            | <b>%</b> |
| <b>Movies</b>               | 75           | 2<br>0     | 26.7%    | 55        | 73.3%    | 0                   | 0.0%     |
| <b>Sporting events</b>      | 70           | 3          | 4.3%     | 67        | 95.7%    | 0                   | 0.0%     |
| <b>Educational sessions</b> | 77           | 3<br>7     | 48.1%    | 40        | 51.9%    | 0                   | 0.0%     |
| <b>Clubs</b>                | 68           | 2<br>2     | 32.4%    | 46        | 67.6%    | 0                   | 0.0%     |
| <b>Group events</b>         | 78           | 4<br>9     | 62.8%    | 29        | 37.2%    | 0                   | 0.0%     |



17. Please rate the following items related to events and activities in Montclair:

|  | <b>Total</b> | <b>Not applicable</b> |       | <b>Very Poor</b> |      | <b>Poor</b> |       | <b>Average</b> |       | <b>Good</b> |       | <b>Excellent</b> |       |
|--|--------------|-----------------------|-------|------------------|------|-------------|-------|----------------|-------|-------------|-------|------------------|-------|
|  | N            | N                     | %     | N                | %    | N           | %     | N              | %     | N           | %     | N                | %     |
| <b>Variety of events and activities for you</b>          | 84           | 5                     | 6.0%  | 1                | 1.2% | 5           | 6.0%  | 18             | 21.4% | 33          | 39.3% | 22               | 26.2% |
| <b>Variety of sports and physical activities for you</b> | 81           | 14                    | 17.3% | 1                | 1.2% | 13          | 16.0% | 15             | 18.5% | 29          | 35.8% | 9                | 11.1% |
| <b>Affordability of events, activities and services</b>  | 83           | 7                     | 8.4%  | 3                | 3.6% | 8           | 9.6%  | 30             | 36.1% | 26          | 31.3% | 9                | 10.8% |
| <b>Your ability to travel to events and activities</b>   | 84           | 4                     | 4.8%  | 5                | 6.0% | 9           | 10.7% | 13             | 15.5% | 33          | 39.3% | 20               | 23.8% |
| <b>Times of events and services</b>                      | 85           | 5                     | 5.9%  | 1                | 1.2% | 9           | 10.6% | 29             | 34.1% | 34          | 40.0% | 7                | 8.2%  |
| <b>Promotion and information about events</b>            | 84           | 6                     | 7.1%  | 3                | 3.6% | 13          | 15.5% | 32             | 38.1% | 28          | 33.3% | 2                | 2.4%  |
| <b>Contact with friends and family</b>                   | 82           | 2                     | 2.4%  | 1                | 1.2% | 2           | 2.4%  | 17             | 20.7% | 40          | 48.8% | 20               | 24.4% |

### Respect and Social Inclusion

18. Please rate the following items:

|  | <b>Total</b> | <b>Not applicable</b> |      | <b>Very Poor</b> |       | <b>Poor</b> |       | <b>Average</b> |       | <b>Good</b> |       | <b>Excellent</b> |      |
|--|--------------|-----------------------|------|------------------|-------|-------------|-------|----------------|-------|-------------|-------|------------------|------|
|  | N            | N                     | %    | N                | %     | N           | %     | N              | %     | N           | %     | N                | %    |
| <b>Older adults are respected in Montclair</b>                                   | 81           | 1                     | 1.2% | 5                | 6.2%  | 13          | 16.0% | 37             | 45.7% | 23          | 28.4% | 2                | 2.5% |
| <b>There is a recognition of older adults' contributions to Montclair</b>        | 79           | 4                     | 5.1% | 9                | 11.4% | 13          | 16.5% | 36             | 45.6% | 14          | 17.7% | 3                | 3.8% |
| <b>Services available in Montclair are tailored to the needs of older adults</b> | 81           | 2                     | 2.5% | 13               | 16.0% | 30          | 37.0% | 28             | 34.6% | 7           | 8.6%  | 1                | 1.2% |

|   |    |   |      |    |       |    |       |    |       |   |       |   |      |
|---|----|---|------|----|-------|----|-------|----|-------|---|-------|---|------|
| <b>The municipal government of Montclair is responsive to the needs of older adults</b> | 79 | 6 | 7.6% | 13 | 16.5% | 24 | 30.4% | 26 | 32.9% | 9 | 11.4% | 1 | 1.3% |
|---|----|---|------|----|-------|----|-------|----|-------|---|-------|---|------|

### **Civic Participation and Employment**

19. What is your current employment status?

| <b>N = 86</b>  | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Currently employed full-time</b>  | 13       | 15.1%    |
| <b>Work part-time</b>  | 15       | 17.4%    |
| <b>Retired</b>   | 49       | 57.0%    |
| <b>Not currently working but looking for work</b>                            | 2        | 2.3%     |
| <b>Not currently working and NOT looking for work</b>                        | 2        | 2.3%     |
| <b>Unable to work</b>  | 3        | 3.5%     |
| <b>Other</b>   | 2        | 2.3%     |
| <i>semi retired</i>  | 1        | 1.1%     |
| <i>I do some legal consulting and a substantial amount of volunteer work</i> | 1        | 1.1%     |

20. Please rate the following items related to employment opportunities for you in Montclair.

|   | <b>Total</b> |       | <b>Not applicable/ interested</b> |       | <b>Very Poor</b> |      | <b>Poor</b> |       | <b>Average</b> |       | <b>Good</b> |       | <b>Excellent</b> |      |
|---|--------------|-------|-----------------------------------|-------|------------------|------|-------------|-------|----------------|-------|-------------|-------|------------------|------|
|   | N            | %     | N                                 | %     | N                | %    | N           | %     | N              | %     | N           | %     | N                | %    |
| <b>Opportunities for paid employment</b>                      | 77           | 67.5% | 52                                | 67.5% | 3                | 3.9% | 10          | 13.0% | 8              | 10.4% | 3           | 3.9%  | 1                | 1.3% |
| <b>Flexibility of working arrangements</b>                    | 76           | 71.1% | 54                                | 71.1% | 1                | 1.3% | 8           | 10.5% | 6              | 7.9%  | 6           | 7.9%  | 1                | 1.3% |
| <b>Training and retaining opportunities in the work force</b> | 76           | 73.7% | 56                                | 73.7% | 4                | 5.3% | 8           | 10.5% | 6              | 7.9%  | 2           | 2.6%  | 0                | 0.0% |
| <b>Opportunities for further education and training</b>       | 78           | 50.0% | 39                                | 50.0% | 2                | 2.6% | 9           | 11.5% | 13             | 16.7% | 12          | 15.4% | 3                | 3.8% |

|   |    |    |       |   |      |   |       |   |       |   |       |   |       |
|---|----|----|-------|---|------|---|-------|---|-------|---|-------|---|-------|
| <b>Opportunities to contribute to community issues through consultation</b> | 77 | 17 | 22.1% | 1 | 1.3% | 1 | 14.3% | 1 | 22.1% | 2 | 29.9% | 8 | 10.4% |
| <b>Availability of information about decision making and decisions made</b> | 73 | 20 | 27.4% | 6 | 8.2% | 2 | 27.4% | 2 | 27.4% | 6 | 8.2%  | 1 | 1.4%  |

21. Do you participate in volunteer work in the community?

| <b>N = 82</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|
| <b>Yes</b>    | 52       | 63.4%    |
| <b>No</b>     | 30       | 36.6%    |

22. Where do you currently volunteer? *(Please list up to five)*

| <b>Number of Respondents = 50</b>              |          |
|--|----------|
| <b>Number of Organizations Identified = 92</b> | <b>N</b> |
| <b>Advocacy</b>                                | 2        |
| <b>Animals</b>                                 | 1        |
| <b>Board/Committee</b>                         | 6        |
| <b>Cultural</b>                                | 9        |
| <b>Educational</b>                             | 15       |
| <b>Food Services</b>                           | 4        |
| <b>Health Care</b>                             | 2        |
| <b>Housing</b>                                 | 3        |
| <b>Multiple</b>                                | 1        |
| <b>Outdoors/Environmental</b>                  | 5        |
| <b>Political</b>                               | 5        |
| <b>Recreational</b>                            | 18       |
| <b>Religious</b>                               | 18       |
| <b>Senior Care</b>                             | 30       |

|                |          |
|----------------|----------|
| <b>Service</b> | <b>5</b> |
|----------------|----------|

23. What do you typically do when you volunteer? (Summarize Chart)

|   |           |
|---|-----------|
| <b>N = 47</b>                               |           |
| <b>Administrative</b>                       | <b>11</b> |
| <b>Administrative, Advocacy</b>             | <b>2</b>  |
| <b>Administrative, Advocacy, Planning</b>   | <b>1</b>  |
| <b>Administrative, Recreational</b>         | <b>1</b>  |
| <b>Administrative, Service, Fundraising</b> | <b>1</b>  |
| <b>Anything</b>                             | <b>4</b>  |
| <b>Anything, Educational, Cultural</b>      | <b>1</b>  |
| <b>Crafts</b>                               | <b>1</b>  |
| <b>Educational</b>                          | <b>4</b>  |
| <b>Educational, Administrative</b>          | <b>1</b>  |
| <b>Educational, Senior Care</b>             | <b>1</b>  |
| <b>Educational Service</b>                  | <b>1</b>  |
| <b>Food Service</b>                         | <b>1</b>  |
| <b>Leadership</b>                           | <b>3</b>  |
| <b>Leadership, Administrative</b>           | <b>1</b>  |
| <b>Leadership, Advocacy</b>                 | <b>1</b>  |
| <b>Leadership, Educational, Promotion</b>   | <b>1</b>  |
| <b>Leadership, Fundraising</b>              | <b>1</b>  |
| <b>Outdoors/Environmental</b>               | <b>1</b>  |
| <b>Planning</b>                             | <b>2</b>  |
| <b>Recreational</b>                         | <b>2</b>  |
| <b>Service</b>                              | <b>2</b>  |
| <b>Service, Food Service, Advocacy</b>      | <b>1</b>  |
| <b>Transportation</b>                       | <b>2</b>  |

24. Please rate the following items related to volunteer opportunities for you in Montclair:

|   | Total |   | Not applicable/<br>interested |       | Very Poor |      | Poor |      | Average |       | Good |       | Excellent |       |
|---|-------|---|-------------------------------|-------|-----------|------|------|------|---------|-------|------|-------|-----------|-------|
|   | N     | % | N                             | %     | N         | %    | N    | %    | N       | %     | N    | %     | N         | %     |
| <b>Opportunities for volunteer work</b>                       | 79    |   | 9                             | 11.4% | 0         | 0.0% | 3    | 3.8% | 23      | 29.1% | 32   | 40.5% | 12        | 15.2% |
| <b>Ease of getting to and from volunteer work</b>             | 76    |   | 9                             | 11.8% | 3         | 3.9% | 7    | 9.2% | 18      | 23.7% | 29   | 38.2% | 10        | 13.2% |
| <b>Opportunities to meet and work with people of all ages</b> | 77    |   | 8                             | 10.4% | 2         | 2.6% | 5    | 6.5% | 26      | 33.8% | 23   | 29.9% | 13        | 16.9% |

### **Communication and Information**

25. How would you rate your knowledge regarding the services and resources that exist for older adults in Montclair? (e.g., housing options, transportation options, healthcare programs, etc.)

| <b>N= 82</b>     | <b>N</b> | <b>%</b> |
|------------------|----------|----------|
| <b>Excellent</b> | 6        | 7.3%     |
| <b>Good</b>      | 19       | 23.2%    |
| <b>Average</b>   | 31       | 37.8%    |
| <b>Poor</b>      | 23       | 28.0%    |
| <b>Very poor</b> | 3        | 3.7%     |

26. Where do you get information about resources that exist for older adults in Montclair?  
(Check all that apply)

| <b>N= 81</b>  | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>Lifelong Montclair brochures, guides, and flyers</b>                 | 30       | 37.0%    |
| <b>Township of Montclair Senior Citizens' Advisory Committee (SCAC)</b> | 46       | 56.8%    |
| <b>Montclair Events and Township Notification System (METS)</b>         | 15       | 18.5%    |
| <b>Montclair Times</b>  | 59       | 72.8%    |
| <b>TV34</b>   | 8        | 9.9%     |
| <b>Friends and family</b>   | 41       | 50.6%    |
| <b>Other</b>  | 29       | 27.2%    |
| <b>Montclair Public Library</b>   | 6        | 7.4%     |
| <b>Internet and email</b>   | 5        | 6.2%     |

|  |   |      |
|--|---|------|
| <b>Montclair Watercooler</b>           | 3 | 3.7% |
| <b>Montclair Patch</b>                 | 3 | 3.7% |
| <b>Baristanet</b>                      | 2 | 2.5% |
| <b>AIM</b>                             | 2 | 2.5% |
| <b>Church or religious org.</b>        | 2 | 2.5% |
| <b>First Montclair social services</b> | 1 | 1.2% |
| <b>Word of mouth</b>                   | 1 | 1.2% |
| <b>AARP</b>                            | 1 | 1.2% |
| <b>United way manual</b>               | 1 | 1.2% |
| <b>Facebook</b>                        | 1 | 1.2% |
| <b>Town websites</b>                   | 1 | 1.2% |

27. Please rate the following items related to information sharing in Montclair:

|  | Total |   | Not applicable |       | Very Poor |       | Poor |       | Average |       | Good |       | Excellent |      |
|--|-------|---|----------------|-------|-----------|-------|------|-------|---------|-------|------|-------|-----------|------|
|  | N     | % | N              | %     | N         | %     | N    | %     | N       | %     | N    | %     | N         | %    |
| <b>Regular and reliable information about resources available to older adults in Montclair</b> | 80    |   | 2              | 2.5%  | 9         | 11.3% | 20   | 25.0% | 43      | 53.8% | 5    | 6.3%  | 1         | 1.3% |
| <b>Print information is available to you in a format that is easy for you to read</b>          | 79    |   | 8              | 10.1% | 5         | 6.3%  | 10   | 12.7% | 38      | 48.1% | 16   | 20.3% | 2         | 2.5% |
| <b>Information is available to you in multiple ways (e.g., print, spoken)</b>                  | 79    |   | 6              | 7.6%  | 3         | 3.8%  | 13   | 16.5% | 42      | 53.2% | 12   | 15.2% | 3         | 3.8% |

28. Have you heard about or use any of the following resources?

|  | Total |   | Yes |   | Maybe |   | No |   | Not applicable |   |
|--|-------|---|-----|---|-------|---|----|---|----------------|---|
|  | N     | % | N   | % | N     | % | N  | % | N              | % |

|  |    |    |       |    |       |    |       |   |      |
|--|----|----|-------|----|-------|----|-------|---|------|
| <b>Lifelong Montclair Guide to Public Transportation</b>             | 79 | 48 | 60.8% | 4  | 5.1%  | 27 | 34.2% | 0 | 0.0% |
| <b>Lifelong Montclair Directory of Senior Services</b>               | 80 | 34 | 42.5% | 7  | 8.8%  | 39 | 48.8% | 0 | 0.0% |
| <b>Montclair Senior Citizens Advisory Council community calendar</b> | 78 | 34 | 43.6% | 9  | 11.5% | 34 | 43.6% | 1 | 1.3% |
| <b>Montclair Senior Citizens Advisory Council listserv</b>           | 74 | 14 | 18.9% | 11 | 14.9% | 47 | 63.5% | 2 | 2.7% |

29. How would you rate the usefulness of the resources you just mentioned? (e.g. Transportation guide, directory of senior services, community calendar, listserv)?

|  | <b>Total</b> |         | <b>Not at all useful</b> |       | <b>A little useful</b> |       | <b>Somewhat useful</b> |       | <b>Very useful</b> |       | <b>I don't know</b> |   |
|--|--------------|---------|--------------------------|-------|------------------------|-------|------------------------|-------|--------------------|-------|---------------------|---|
|  | N            | %       | N                        | %     | N                      | %     | N                      | %     | N                  | %     | N                   | % |
| <b>Lifelong Montclair Guide to Public Transportation</b>             | 51           | 0 0.0%  | 8                        | 15.7% | 19                     | 37.3% | 17                     | 33.3% | 7                  | 13.7% |                     |   |
| <b>Lifelong Montclair Directory of Senior Services</b>               | 36           | 0 0.0%  | 9                        | 25.0% | 13                     | 36.1% | 11                     | 30.6% | 3                  | 8.3%  |                     |   |
| <b>Montclair Senior Citizens Advisory Council community calendar</b> | 38           | 4 10.5% | 4                        | 10.5% | 10                     | 26.3% | 8                      | 21.1% | 12                 | 31.6% |                     |   |
| <b>Montclair Senior Citizens Advisory Council listserv</b>           | 20           | 0 0.0%  | 2                        | 10.0% | 4                      | 20.0% | 6                      | 30.0% | 8                  | 40.0% |                     |   |



30. Did you learn about any services or events for older adults in Montclair that you did not already know about from the Lifelong Montclair resources you mentioned?

|  | <b>Total</b> | <b>Yes</b> |          | <b>Maybe</b> |          | <b>No</b> |          | <b>Not Applicable</b> |          |
|--|--------------|------------|----------|--------------|----------|-----------|----------|-----------------------|----------|
|  | <b>N</b>     | <b>N</b>   | <b>%</b> | <b>N</b>     | <b>%</b> | <b>N</b>  | <b>%</b> | <b>N</b>              | <b>%</b> |
| <b>Did you learn about any services or events for older adults in Montclair that you did not already know about from the Lifelong Montclair Guide to Public Transportation?</b>            | 51           | 33         | 64.7%    | 2            | 3.9%     | 9         | 17.6%    | 7                     | 13.7%    |
| <b>Did you learn about any services or events for older adults in Montclair that you did not already know about from the Lifelong Montclair Directory of Senior Services?</b>              | 34           | 19         | 55.9%    | 5            | 14.7%    | 6         | 17.6%    | 4                     | 11.8%    |
| <b>Did you learn about any services or events for older adults in Montclair that you did not already know about from the Montclair Senior Citizen Advisory Council community calendar?</b> | 37           | 19         | 51.4%    | 3            | 8.1%     | 9         | 24.3%    | 6                     | 16.2%    |
| <b>Did you learn about any services or events for older adults in Montclair that you did not already know about from the Montclair Senior Citizen Advisory Council listserv?</b>           | 19           | 11         | 57.9%    | 2            | 10.5%    | 1         | 5.3%     | 5                     | 26.3%    |

### **Community Support and Physical and Mental Health Services**

31. During the past month, on how many days has your physical wellbeing prevented you from participating in your usual activities, such as self-care, work, or recreation?

| <b>N = 57</b>                                | <b>N</b> | <b>%</b> | <b>Average</b> | <b>Range</b> |
|--|----------|----------|----------------|--------------|
| <b>Number of Days</b>                        | 43       | 75.4%    | 3 days         | 0 – 30 days  |
| <b>I don't know</b>                          | 9        | 15.8%    | N/A            | N/A          |
| <b>I do not wish to answer this question</b> | 5        | 8.8%     | N/A            | N/A          |

32. During the past month, on how many days has your mental health (e.g. stress, depression, problems with emotions, etc.) interfered with your ability to participate in your normal activities, such as self-care, work, or recreation?

| <b>N = 56</b>                                | <b>N</b> | <b>%</b> | <b>Average</b> | <b>Range</b> |
|--|----------|----------|----------------|--------------|
| <b>Number of Days</b>                        | 46       | 82.1%    | 1 day          | 0 – 10 days  |
| <b>I don't know</b>                          | 6        | 10.7%    | N/A            | N/A          |
| <b>I do not wish to answer this question</b> | 4        | 7.1%     | N/A            | N/A          |

33. Do you experience difficulty paying for any of the following? (Check all that apply)

| <b>N = 26</b>   | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>Doctor Copays</b>  | 3        | 11.5%    |
| <b>Hospital bills</b>   | 5        | 19.2%    |
| <b>Prescription medication</b>  | 2        | 7.7%     |
| <b>Other</b>  | 5        | 19.2%    |
| <i>property taxes, home repairs</i>   | 1        | 3.8%     |
| <b>Cable</b>  | 1        | 3.8%     |
| <b>Taxes!!! our taxes have gone from about \$5,000 to over \$26,000! retirement does not support such a large amount.</b> | 1        | 3.8%     |
| <b>shelters</b>   | 1        | 3.8%     |
| <b>Smoke cessation</b>  | 1        | 3.8%     |

34. During the past year, was there a time when you needed a doctor, but could not see one due to the cost?

| <b>N = 78</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 5        | 6.4%     |
| <b>No</b>                                    | 69       | 88.5%    |
| <b>I don't know</b>                          | 2        | 2.6%     |
| <b>I do not wish to answer this question</b> | 2        | 2.6%     |

35. Please rate the following items about health programs in Montclair:

|   | <b>Tot al</b> |   | <b>Not applicable/ interested</b> |       | <b>Very Poor</b> |      | <b>Poor</b> |       | <b>Average</b> |       | <b>Good</b> |       | <b>Excellent</b> |      |
|---|---------------|---|-----------------------------------|-------|------------------|------|-------------|-------|----------------|-------|-------------|-------|------------------|------|
|   | N             | % | N                                 | %     | N                | %    | N           | %     | N              | %     | N           | %     | N                | %    |
| <b>Variety of health programs and services for older adults</b> | 74            |   | 19                                | 25.7% | 2                | 2.7% | 10          | 13.5% | 28             | 37.8% | 11          | 14.9% | 4                | 5.4% |

|   |    |    |       |   |      |    |       |    |       |    |       |   |       |
|---|----|----|-------|---|------|----|-------|----|-------|----|-------|---|-------|
| <b>Affordability of health programs and services for older adults</b>                             | 74 | 19 | 25.7% | 1 | 1.4% | 9  | 12.2% | 31 | 41.9% | 10 | 13.5% | 4 | 5.4%  |
| <b>Your ability to participate in or use health programs and services for older adults</b>        | 75 | 20 | 26.7% | 3 | 4.0% | 6  | 8.0%  | 25 | 33.3% | 12 | 16.0% | 9 | 12.0% |
| <b>Variety of mental health programs and services for older adults</b>                            | 75 | 31 | 41.3% | 2 | 2.7% | 16 | 21.3% | 19 | 25.3% | 5  | 6.7%  | 2 | 2.7%  |
| <b>Affordability of mental programs and services for older adults</b>                             | 73 | 36 | 49.3% | 1 | 1.4% | 9  | 12.3% | 21 | 28.8% | 3  | 4.1%  | 3 | 4.1%  |
| <b>Your ability to participate in or use mental health programs and services for older adults</b> | 75 | 40 | 53.3% | 1 | 1.3% | 9  | 12.0% | 16 | 21.3% | 6  | 8.0%  | 3 | 4.0%  |

### Demographics

36. Please select your gender.

| <b>N = 80</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|
| <b>Male</b>   | 23       | 28.8%    |
| <b>Female</b> | 57       | 71.3%    |

37. What is your marital status?

| <b>N = 80</b>                          | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Single</b>                          | 9        | 11.3%    |
| <b>Married or domestic partnership</b> | 36       | 45.0%    |
| <b>Widowed</b>                         | 14       | 17.5%    |
| <b>Divorced</b>                        | 21       | 26.3%    |
| <b>Separated</b>                       | 0        | 0.0%     |

38. Are you of Hispanic, Latino or of Spanish origin (e.g., Mexican/Mexican-American/ Chicano, Puerto Rican/Puerto-Rican American, Cuban/Cuban-American)?

| <b>N = 77</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Yes</b>                                   | 3        | 3.9%     |
| <b>No</b>                                    | 71       | 92.2%    |
| <b>I don't know</b>                          | 0        | 0.0%     |
| <b>I do not wish to answer this question</b> | 3        | 3.9%     |

39. Which of the following racial/ethnic group(s) do you most identify with? (Check all that apply)

| <b>N = 78</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|
|---------------|----------|----------|

|  |    |       |
|--|----|-------|
| <b>White</b>                                     | 57 | 73.1% |
| <b>Black or African American</b>                 | 12 | 15.4% |
| <b>Asian</b>                                     | 0  | 0.0%  |
| <b>Native American or American Indian</b>        | 1  | 1.3%  |
| <b>Native Hawaiian or other Pacific Islander</b> | 0  | 0.0%  |
| <b>I don't know</b>                              | 0  | 0.0%  |
| <b>I do not wish to answer this question</b>     | 8  | 10.3% |
| <b>Other</b>                                     | 1  | 1.3%  |
| <b>None</b>                                      | 1  | 1.3%  |

40. Which of the following ranges would you say best reflects your total annual household income?

| <b>N = 78</b>                                | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Less than \$25,000</b>                    | 10       | 12.8%    |
| <b>\$25,000 to \$49,999</b>                  | 7        | 9.0%     |
| <b>\$50,000 to \$74,999</b>                  | 9        | 11.5%    |
| <b>\$75,000 to \$99,999</b>                  | 10       | 12.8%    |
| <b>\$100,000 to \$149,999</b>                | 15       | 19.2%    |
| <b>\$150,000 or more</b>                     | 9        | 11.5%    |
| <b>I don't know</b>                          | 0        | 0.0%     |
| <b>I do not wish to answer this question</b> | 18       | 23.1%    |

41. What is the highest grade or year of school that you completed?

| <b>N = 79</b>  | <b>N</b> | <b>%</b> |
|--|----------|----------|
| <b>Kindergarten through grade 8 (Elementary)</b>                         | 0        | 0.0%     |
| <b>Grades 9 through 11 (Some high school)</b>                            | 0        | 0.0%     |
| <b>Grade 12 or GED (High school graduate)</b>                            | 1        | 1.3%     |
| <b>College 1 year through 3 years (Some college or technical school)</b> | 4        | 5.1%     |
| <b>College 4 years (College graduate)</b>                                | 20       | 25.3%    |
| <b>Graduate school (Masters, PhD or other advanced degree)</b>           | 53       | 67.1%    |
| <b>I don't know</b>  | 0        | 0.0%     |
| <b>I do not wish to answer this question</b>                             | 1        | 1.3%     |

42. What is your age?

| <b>N = 89</b>          | <b>N</b> | <b>%</b> |
|------------------------|----------|----------|
| <b>55-64 years old</b> | 20       | 22.5%    |
| <b>65-74 years old</b> | 44       | 49.4%    |
| <b>75-84 years old</b> | 16       | 18.0%    |
| <b>85-94 years old</b> | 9        | 10.1%    |
| <b>95+ years old</b>   | 0        | 0.0%     |

## Appendix C: Montclair Resident Focus Group summary

### Lifelong Montclair Focus Group

#### Summary per Focus Group Question

As of March 1, 2016

#### **Question 1: What community activities in Montclair do you participate in (e.g. educational activities, faith-based activities, recreation, volunteering, etc.)?**

Focus group participants reported engaging in activities that foster social interaction. They preferred to spend time being with other individuals of all ages in public spaces. These included participating in communal meals, community center activities, and other group-based events. For some groups, regular activities also included volunteering and taking advantage of municipal services (e.g., library classes and events).

#### **Question 2: What other activities or events would you like to take part in?**

Participants expressed interest in participating in activities or events that promote physical activity and continuing education. For example, participants noted they would like to take continuing education classes, walk in the community and attend classes at the YMCA. There is variability in the availability and affordability of such services in Montclair. Some participants already participate in these activities. Other reported that the services or programs are not available to them in Montclair, but are in neighboring towns. Some participants noted that the YMCA is "not affordable for seniors" and compared Montclair's YMCA to the Newark YMCA, which offers reduced rates for seniors.

Participants also requested additional activities and events that are inherently social. A senior center, continuing education classes, shopping and other activities are group activities that seniors would like more of in Montclair.

#### **Question 3: How do you usually get to locations that are important to you?**

Participants reported using a variety of transportation forms. The type of transportation used depends on the destination, weather, affordability, availability and ability of the individual.

Participants reported that they walk whenever possible, but are limited by weather, condition of sidewalks and ability to walk (balance).

Some participants rely on driving. For these individuals, driving fostered independence and their ability to help others and volunteer.

Focus group participants noted that they use local taxis occasionally, typically when they need point to point service, such as to a medical appointment. They also reported that they have trouble finding a taxi when they need it, which was attributed to a lack of a central dispatch service and too few taxis available.

Participants were aware of the taxi voucher program but did not view it favorably. They noted that the vouchers are limited in their usefulness because taxi drivers expect a tip on top of the voucher. In addition, obtaining the voucher introduced an added layer of effort that outweighed the perceived benefit of the program.

Participants preferred public transportation and public buses because they are reliable, information to use them is easy to locate (e.g., the schedule), they are affordable due to senior discounts and they connect them to the places they wish to go for shopping and other daily activities.

A major deterrent, however, is that they are not always point to point service and bus stops are not always located close to the desired destination. When point to point service is necessary, driving and taxis are preferred.

Although aware of the senior bus, participants did not use it because it was not available in their neighborhood (limited service) and not reliable. Participants also noted that they desired the senior bus to provide point to point service, similar to the senior bus in Glen Ridge.

#### **Question 4: What are some of the experiences you have had using these forms of transportation?**

Participants described both positive and negative experiences in Montclair when using different forms of transportation.

The senior bus, public van, and taxis are not always available when needed. For example, one participant relayed a story that she walked home at 2am in the morning after traveling because she was unable to find a taxi at that time of night to bring her home.

Participants preferred to walk to or use public transportation as way to independently travel and reduce concerns around about transportation.

Participants were generally satisfied with the senior discounts offered by public transportation, but were not with those for taxis. They described that single rides in taxis were very expensive and even after purchasing taxi vouchers, the cost exceeds their budget. For some, taxis were seen as a luxurious service which they are unable to afford.

Participants described that they were limited in their options to travel out of the town on a regular basis. They typically use public buses and public transportation when they need to go out of town. They would like to have more accessible, reliable and affordable transportation provided by Montclair that goes out of town on a regular basis. For instance, participants were happy that the town rented a van to take them to Shoprite, but wanted more point to point access so they did not have to carry their groceries. This van, they reported, was the first time the town offered them access to transportation that goes out of town.

**Question 5: If you could choose any form of transportation to get to locations that are important to you, what would it be?**

Participants identified public transportation as their preferred method of traveling to any desired destination. It provides them with senior discounts, reliability, and accessibility. They feel that public transportation fosters safety and security when they need to go out of town.

**Question 6: How do you feel about the housing options that are available to you in Montclair?**

Participants feel that housing options are limited and not always available to Montclair residents. They feel that public housing lacks structure, does not have established policies, applicants are wait-listed, and neglects Montclair residents. Public housing is perceived as an unsafe place to live, but participants were unable to move out because rent is very expensive and/or they did not want to leave the town they have lived in their whole life.

Participants who live in public housing described instances of being threatened and having their privacy violated. Participants explained that the building manager runs inspections at any time during the day and residents are threatened if they complain to anyone. People who complain



or do not follow the rules are put on the “bad list”. Residents are allowed to have personal care items only, any other items are thrown away or confiscated by the building manager. Other participants have continued to live in their homes or live with other individuals from different ethnical and racial backgrounds. They are afraid to depend on public housing because of the stories other individuals share with them. However, taxes are the main concern for house owners; sometimes they have to seek public assistance to pay their taxes. Participants feel that Montclair has major problems with housing. They expressed anger with the people who run the town because it is perceived that they are not doing anything to help senior residents. The prejudice that involves housing in Montclair is frustrating because Upper Montclair residents do not have to beg for housing or be wait listed.

**Question 7: What programs or services do you know about or use that impact housing options for older adults in Montclair?**

Focus group participants varied in the type of housing they resided in as well as the services they used related to housing.

Some lived in public senior housing and expressed dissatisfaction and safety concerns with it. They felt vulnerable and cited personal examples of administrators violating their right to privacy. They explained that their apartments are continuously inspections without their permission and at times, have been threatened by the building manager and other staff. Some participants reported feeling unsafe living at a public building, but feel trapped because they do not have anywhere else to go. They felt that obtaining a place public housing was an unfair process because it did not seem to follow any policies. For example, non-Montclair residents were admitted in the building while Montclair residents were struggling to find a place to live. Some participants lived in homes they owned. These participants obtained assistance from the United Way that helped them with their property taxes and identifying additional resources. Other participants lived in rental apartments, but cited that space was restrictive. Participants who did not live in a home that they owned noted that they needed more space in their living areas for storage. Some explained that they paid for a storage unit because they did not want to give up their possessions but could not find the space to store them in their residence.

Of note, participants were not aware of the HomeSharing program.

**Question 8: To what extent do you find these programs or services useful?**

Participants stated that public programs or municipal services are limited in Montclair. One useful service is the United Way's support, as the agency has provided assistance with paying PSE&G bills, filling out their annual taxes and with finding resources when they are unable to pay property taxes. Participants reported that the United Way's staff understands them and they feel connected to the United Way community. Some participants expressed that are afraid to lose the United Way and its support as they did when they lost CHRILL.

**Question 9: How do you find out information about the services and resources that exist in Montclair for older adults?**

Focus group participants find information about services and resources in Montclair through events, social gatherings, public organizations and the public library. The library is a main resource for participants to obtain information about services in Montclair. Others attend religious and social events such as Toni's Kitchen, MESH, local churches, and the United Way, where staff help them find assistance. Participants find these places comfortable and helpful when they need emotional or financial support. They also noted that some senior events are not attuned to all Montclair residents because they feel as if "they don't fit in" and limits their accessibility.

**Question 10: How do you like to receive information about community services in Montclair?**

Participants expressed specific, though varied, preferences when receiving information about the community services in Montclair. Some prefer to receive information by word of mouth during social events because there is someone to guide them and show them where to go. Others prefer the newspaper and mail because they like read and learn more about the services that available in town. Few mentioned that they would like to receive emails; however, not all residents have access to a computer or have computer skills.

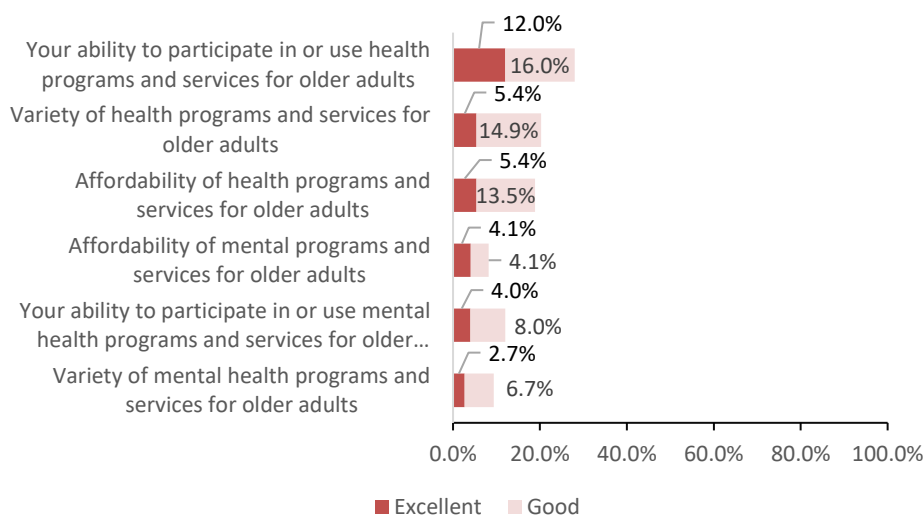
**Question 11: Is there anything else you would like to add?**

Focus group participants would like to see improvements in the transportation services available to them. Having reliable (for both departures and arrivals) and affordable transportation are critical. Other towns provide transportation that picks them up at their home, brings them where they want and brings them back home. This is a particular issue when going grocery shopping because they must find a way to carry their groceries for several blocks back to their homes.

Participants are aware of the services offered in neighboring towns and are looking for similar services in Montclair. For example, they would like to have access to a senior center, senior discounts for YMCA memberships, food pantries, and other social events that promote physical activities and social interactions.

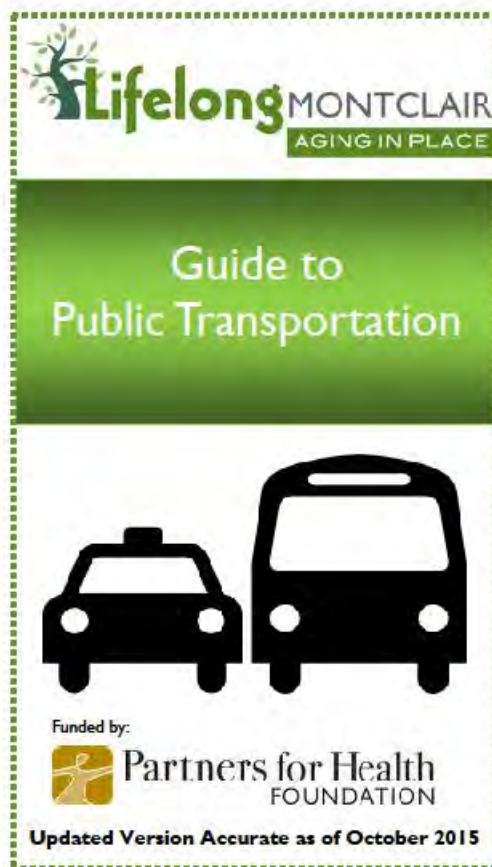
Grocery shopping in Montclair is perceived as out of participants' budget. They expressed discontent that they were promised a new affordable supermarket and nothing has been done. They need a new supermarket that is close to them and that has a variety of healthy products. Some participants feel as if they belong to a different town or "Lower Montclair". They feel that there is a biased system that divides Montclair residents and that this division restricts them from accessing the same services that residents in other areas of Montclair have.

Some participants expressed that they would like to have someone in the municipal offices or some other place to serve as a primary contact when they have problems with their Medicare or when they receive information in the mail. They do not know who to contact for more information and to better understand the information they receive.



## Appendix D: Guide to Public Transportation

Double click to open:



## Action Plan Chart

### Open Spaces and Buildings

|  |   |                 |   |                                 |  |  |   |
|--|---|-----------------|---|---------------------------------|--|--|---|
| <b>Goal:</b>                                     | To ensure the availability of safe and accessible recreational facilities.  |                 |   |                                 |  |  |   |
| <b>Collaborating Organizations:</b>              | Township, Lifelong Montclair, and its partners  |                 |   |                                 |  |  |   |
| <b>Activities</b>                                | <b>By Whom</b>  | <b>By When</b>  | <b>Resources Available</b>  | <b>Resources Needed</b>         | <b>Potential Barriers or Resistance</b>                                    | <b>Communication Plan for Implementation</b>             | <b>Metrics</b>  |
| Develop Senior Activities at Edgemont Park House | Lifelong Montclair, Township of Montclair<br>Departments of Health & Human Services and Recreation & Cultural Affairs | March, 2016     | Grant funding by Partners for Health Foundation, programming by community members and organizations | Participants, continued funding | Confusion about various sites throughout town, lack of buy in from seniors | Newsletter, email list                                   | Number of phone calls and walk-ins/program attendees by month |
| Conduct walking audit training                   | Township of Montclair<br>Engineering Department and Bike&Walk Montclair   | September, 2015 | Knowledge of Township Engineer, AARP materials  | Participants                    | Reluctance to report problems  | Promotion through Bike&Walk Montclair and walking groups | Number of individuals trained, number of audit reports        |

|   |                                     |            |  |   |   |  |  |
|---|-------------------------------------|------------|--|---|---|--|--|
| Host Walkability Conference   | Lifelong Montclair                  | June, 2014 | Offered free through funding by NJ Dept. of Transportation with work conducted by Civic Eye Collaborative and Parsons Brinckerhoff   | Event space, fieldwork coordination, attendees, funding to make proposed improvements | Budget limitations                        | Newspaper, online news sources                             | Number of attendees, number of proposed improvements implemented           |
| Optimize use of existing spaces for seniors to increase engagement and reduce isolation | Lifelong Montclair and its partners | Ongoing    | Wally Choice Center, Edgemont Park House, Library, Salvation Army, The Hub at Salvation Army, YMCA, Montclair State University, Hackensack Meridian Health Mountainside Medical Center | Attendees   | Biases held by attendees regarding spaces | Promotion through Lifelong Montclair partner organizations | Attendance; increase compared to baseline where baseline has been measured |

|   |  |  |   |   |  |   |   |
|---|--|--|---|---|--|---|---|
| Develop and implement Parklet Program                                   | Township of Montclair Planning Department and Montclair Center Business Improvement District (BID) | October, 2016  | Summer intern for planning                    | Space and funding                                   | Reluctance of community to lose parking spots, potential loss of revenue to town                 | Local media, BID outreach                       | Number of parklets                                    |
| Implement SAFE Streets Program  | Township Engineer, Township Planner, Traffic/Parking Advisory Committee, RBA Group                 | Concept began in 2011. Community meetings in 2016-17. Presentation of plan to Council late 2017. Implementation of plan to occur gradually | Expertise of participating parties            | Funding for implementation of plan, community input | Perceived competing interests between pedestrians and vehicles                                   | Local media, Facebook pages                     | Number of streets given treatments proposed in report |
| Explore sidewalk repair cost-sharing and walkability education campaign | Township Pedestrian Safety Committee, Code Enforcement, Department of Community Services           | August, 2017   | Model off of Livingston, NJ                   | Funding   | Budget limitations, concern over Township "endorsement" of contractor, perceived fairness/equity | If implemented - newspaper, online news sources | Implementation of program, square yardage repaired    |
| Establish a comprehensive Senior Center                                 | Lifelong Montclair, SCAC, Township   | Determine site and plan by 2018  | Cooperating non-profit organizations in town, | Funding, space                                      | Lack of developable space, budget limitations, lack  | Staged communication plan: 1. after agreement   | Type and amount of funding allocated by Town Council; |



|   |  |            |   |   |   |   |   |
|---|--|------------|---|---|---|---|---|
|   |  |            | model of Princeton Senior Resource Center   |   | of comprehensive registry of senior residents | between Township and potential landlord, use newspaper, comprehensive email and social media to generate community support and identify pipeline<br>2. in formative stage, use newspaper, newsletters, peer group outreach, comprehensive email blast and social media to enlist volunteers<br>3. once established, use newspapers, peer group outreach, comprehensive email blast and social media to enlist participation | number of private benefactors enlisted to fund Center |
| Use CDBG funding to improve walkability | Township Engineer/Department of Community Services, Lifelong Montclair | Fall, 2017 | CDBG funding, report from walkability study | Efforts of Department of Community Services | Budget limitations                            | None  | Number of sites improved to ADA compliance            |

## Transportation

|   |  |                |  |  |  |   |  |
|---|--|----------------|--|--|--|---|--|
| <b>Goal:</b>  | To ensure community older adults have access to and knowledge of safe and affordable modes of private and public transportation options. |                |  |  |  |   |  |
| <b>Collaborating Organizations:</b>                       | Township, Lifelong Montclair, and its partners   |                |  |  |  |   |  |
| <b>Activities</b>   | <b>By Whom</b>   | <b>By When</b> | <b>Resources Available</b>   | <b>Resources Needed</b>  | <b>Potential Barriers or Resistance</b>  | <b>Communication Plan for Implementation</b>  | <b>Metrics</b>   |
| Develop Lifelong Montclair Guide to Public Transportation | NJTIP @Rutgers   | February, 2015 | Expertise of NJTIP   | Funding for NJTIP's work and printing                                      | Lack of understanding of accessibility features of public transportation options   | Distribution to community organizations and senior housing; inclusion on Township website | Number of books printed and distributed  |
| Develop and implement Taxi Voucher Program                | Lifelong Montclair, SCAC   | October, 2015  | Multiple taxi companies in the area, potential alliance with neighboring towns | Cooperation of taxi companies, funding for printing and fare reimbursement | Vouchers must be purchased at the Health Department in order for individuals to participate in the program. Sustainability of large subsidy, lack of user understanding of partnership | Newspaper and online news sources   | Number of vouchers sold and submitted by taxi companies for reimbursement and number of individuals participating. |

|   |  |                |  |                             |  |  |                                       |
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|   |  |                |  |                             | with taxi companies  |  |                                       |
| Improve Senior Bus Services   | Lifelong Montclair, Senior Bus Roundtable  | February, 2017 | Expertise of EZ Ride, funding by Township Council    | Riders                      | Persisting stigma carrying over from previous bus experience                             | Robust marketing plan including door to door visits, print, and digital outreach | Ridership, ROI for Township           |
| Research discount overnight parking permit and senior-only parking permits/spaces | Parking Utility  | Fall, 2017     | State-wide legislation developed by Montclair's SCAC | Council support             | Public perception of preferential treatment toward seniors, limited parking availability | Newspaper and online news sources  | Number of permits/spaces              |
| Offer senior excursion opportunities through the county and former township bus   | Lifelong Montclair, Department of Community Services, Department of Recreation & Cultural Affairs, volunteer drivers | Fall, 2017     | Former senior bus                                    | Driver, availability of bus | Budget limitations   | Newspaper and online news sources  | Number of trips offered and ridership |
| Offer Transit 101 trainings to Montclair seniors                                  | NJTIP @Rutgers   | Ongoing        | Expertise of NJTIP                                   | Funding for NJTIP's work    | Budget limitations   | Newspaper and online news sources  | Number of participants                |
| Promote AARP Defensive Driving classes  | Lifelong Montclair partner organizations   | Ongoing        | Local trainers and interested participants           | Participants                | Reluctance of drivers to participate   | Township newsletter, AARP newsletter   | Number of participants                |

|   |  |              |  |   |   |  |                         |
|---|--|--------------|--|---|---|--|-------------------------|
| Explore opportunities with bike share programs as a way to engage older adults in active transportation               | Lifelong Montclair partner organizations | Summer, 2018 | Expertise of local bike organizations                  | Funding partner, locations  | Funding, community buy in   | Newspaper and online news sources                            | Bicycle usage           |
| Increase access to and awareness of EZ Ride Community Cars  | Lifelong Montclair partner organizations | Ongoing      | Expertise of EZ Ride, existing relationship of EZ Ride | More volunteer drivers to expand the program, local place to park car | Limited parking availability  | Public presentations   | Ridership               |
| Increase awareness of alternative transportation such as Zip Cars, Uber, EZ Ride's Ryde 4 Life, and Go Go Grandparent | Lifelong Montclair partner organizations | Ongoing      | Existing network of Lifelong Montclair partners        | Marketing to increase awareness                                       | Difficulty reaching individual homeowners, some seniors' concern over technology used | Conduct trainings, share information with community partners | Ryde 4 Life's ridership |

## Housing

|  |   |                |   |   |  |   |   |
|--|---|----------------|---|---|--|---|---|
| <b>Goal:</b>   | To ensure community older adults have access to and knowledge of a variety of housing options through home modification programs for aging in place as well as a range of age-friendly housing options. |                |   |   |  |   |   |
| <b>Collaborating Organizations:</b>  | Township, Lifelong Montclair, and its partners  |                |   |   |  |   |   |
| <b>Activities</b>  | <b>By Whom</b>  | <b>By When</b> | <b>Resources Available</b>  | <b>Resources Needed</b>   | <b>Potential Barriers or Resistance</b>                      | <b>Communication Plan for Implementation</b>  | <b>Metrics</b>  |
| Facilitate HomeSharing, Inc.'s entry into the Montclair area. Encourage increased sharing of homes by matching those who are "over-housed" and those who are seeking affordable housing. | Lifelong Montclair, SCAC, AIM, HomeSharing  | Ongoing        | HomeSharing's 30 years of experience, local Realtors, houses of worship, local TV station | Increased number of homeowners willing to participate                 | Lack of understanding of program, reluctance to share a home | Coordinate with West Essex Realtor Association, houses of worship, and local TV station for presentations and distribution of brochures | Number of "matches" in Montclair and duration of "matches;" reasons for discontinuation |
| Investigate Property Tax Discount Card Program - residents shop locally and receive a discount applied to their property tax bill  | Lifelong Montclair, SCAC, Township, Business Associations   | Spring, 2018   | Existing programs in surrounding communities  | Buy-in by Township, participating residents, participating businesses | Willingness of businesses to participate                     | Mass mailing of cards, newspaper articles, online posts   | Number of residents receiving refunds and total amount of refunds                       |

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| (or a check if they rent)  |   |         |  |   |  |   |  |
| Improve access to and awareness of County's Home Repair Services   | SCAC, Lifelong Montclair  | Ongoing | County service, Lifelong Montclair Online Directory of Senior Services, SCAC outreach to clarify process | Continued County funding of program       | Potential difficulty accessing program, County restrictions on vendors | Lifelong Montclair Online Directory of Senior Services                    | Number of Montclair residents using the program; types of home repair services |
| Develop and host Housing Summit: Creating a dialogue with the community, developers, contractors, architects, Realtors, etc. Topics to include Universal Design and creative housing options. Develop white paper on opportunities in community. | Lifelong Montclair, AIM, SCAC, Township Planner, Montclair State University | 2019    | Interested and engaged volunteers and paid staff   | Funding for expert presentation/materials | Lack of understanding of Universal Design, potential cost              | Targeted outreach to specific parties, online and newspaper communication | Number of attendees  |

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| Host Seniorama 2017: Concerted effort to inform community, developers, municipal leaders of mutual self interest in expanding housing options for retirees; explore creative partnerships between for-profit & non-profit entities | SCAC, Lifelong Montclair, community partners  | November, 2017 | Volunteers, local experts  | Funding, attendees in variety of roles  | Need to increase awareness of housing needs of senior residents | Word of mouth, direct invitations to targeted attendees | Number of attendees, post-conference survey |
| Work on updating ADU ordinance to be less restrictive  | Lifelong Montclair, Township Planner, Housing Commission, Include Montclair                                     | Winter, 2017   | Expertise of group   | Buy in of Council   | Fear of increased illegal multi-family units                    | Flyers, local media                                     | Passage of updated ordinance                |
| Develop incentives for small landlords thus helping them retain older tenants  | Lifelong Montclair, Township Planner, SCAC, Housing Commission, Advisory Committee for People with Disabilities | Winter, 2018   | Cooperation with Tax Assessment Department to develop comprehensive registry of landlords, Planning Department records | Registry of all landlords, developing appropriate publication vehicle for seal of approval for cooperating landlord | Fear of reprisals against those with illegal rental units       | Outreach from Township to landlords                     | Number of landlords/units participating     |



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| Conduct education campaign on tax breaks | SCAC, AIM | Ongoing | Municipal Tax Office; Municipal Town Clerk; County Office on Aging | Seniors informing their friends and associates | Mean income of seniors in Montclair often exceeds \$\$ threshold for inclusion | SCAC email distribution; AIM Outreach; SCAC Conferences; Community Events<br>SCAC Tables | Number of applicants; number of approved recipients |
|--|-----------|---------|--|--|--|--|---|

## Social Participation

|  |   |                |   |   |   |  |   |
|--|---|----------------|---|---|---|--|---|
| <b>Goal:</b>   | To ensure community older adults have access to leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers as well as with younger people. |                |   |   |   |  |   |
| <b>Collaborating Organizations:</b>  | Township, Lifelong Montclair, and its partners  |                |   |   |   |  |   |
| <b>Activities</b>  | <b>By Whom</b>  | <b>By When</b> | <b>Resources Available</b>  | <b>Resources Needed</b>                           | <b>Potential Barriers or Resistance</b>         | <b>Communication Plan for Implementation</b> | <b>Metrics</b>  |
| Develop and implement the Montclair Institute for Lifelong Learning (MILL) | Lifelong Montclair, Montclair Public Library and its Adult School Department, Montclair Art Museum, Montclair Historical Society, Montclair State University  | Spring, 2015   | Funding from Partners for Health Foundation, instructors, in-kind support from MILL partner organizations | Increased funding to expand supply to meet demand | Imbalance of supply and demand                  | Adult School of Montclair course catalog     | Number of registrations, number of unique students, number of classes, number on waiting list |
| Increase engagement in Senior Space  | United Methodist Communities, AngelaCares, Montclair Public Library   | June, 2014     | PineRidge and AngelaCares staff, space in Library   | Participants, program instructors                 | Limited space                                   | Weekly newsletter                            | Number of participants  |
| Implement pet visitation/ volunteer opportunities to reduce isolation      | Montclair Township Animal Shelter, senior residences  | Spring, 2018   | Montclair Township Animal Shelter Volunteers, Friends of  | Manpower  | Transportation, resistance of senior residences | Montclair Township media outlets             | Number of people visited, number of   |

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|  |   |              | Montclair Animal Shelter (FOMTAS)   |   |  |  | suitable animals                                       |
| Implement and promote Art in the Afternoon: drop-in monthly gallery/art-making program for older adults                    | Montclair Art Museum  | Fall, 2013   | Has been funded in the past by Partners for Health over the past years.       | Help with marketing and sustainable funding for educator, materials, overhead | Need better marketing for this program and would like to diversify audiences for this program  | Marketed through Fall and Spring program brochures and flyers as well as MAM website and social media. | Number of participants per class, satisfaction surveys |
| Implement and promote Artful Outing: drop-in monthly art programs for people with Alzheimer's Disease and their caregivers | Montclair Art Museum  | Spring, 2014 | Program run by docents using current MAM exhibitions and permanent collection | Minimal funding for refreshments/overhead. Marketing help                     | More avenues to spread the word about this program would be great. Reaching more diverse group | Marketed through Fall and Spring program brochures and flyers as well as MAM website and social media. | Number of participants per session                     |
| Implement and promote Bridges: intergenerational programs for people with Alzheimer's Disease                              | Montclair Art Museum  | Spring, 2014 | Partnership with Windsor Healthcare activities director and residents         | Sustainable funding for instructor and materials                              | Most expensive of the Creative Aging programs  | Email blasts to middle school teachers and past participants   | Number of kids and number of adults per session        |
| Implement and promote Stoop Time   | Local resident who is a certified therapist specializing in | 2014         | Volunteer with necessary background and time for training in                  | Private space and time to expand to more groups                               | Lack of awareness of program   | Local media, Edgemont calendar   | Number of attendees                                    |

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|  | group work with seniors  |  | facilitating a stoop group. Space.  |   |   |  |  |
| Implement AIM +Focus Listening Project: facilitated, confidential group discussions that foster relationship building and consciousness raising. Participants share stories and shape solutions. | AIM (Aging in Montclair)   | June, 2016<br><br>Renamed Conversations on Aging March, 2017 | Volunteer to moderate group   | Need for scheduling for both attendees and facilitators   | Need for scheduling for both attendees and facilitators       | AIM newsletter/ notifications on AIM website               | Number of attendees  |
| Increase collaboration with clergy associations and houses of worship  | SCAC   | 2013   | Montclair Clergy Association, Montclair African American Clergy Association | Responsive liaison at each House of Worship; inclusion in newsletters circulated by Houses of Worship | Volume of competing responsibilities within Houses of Worship | AIM Outreach; SCAC email distribution                      | Anecdotal information from Houses of Worship; number of Houses of Worship newsletters that pass on our information |
| Develop collaborative programming with senior programs in town   | Lifelong Montclair, SCAC, AIM, Do Drop Inn, Library, PineRidge, YMCA | Ongoing  | Seminars and other activities   | Coordination plan, cooperation of all groups  | Issues of "turf"/"territory"                                  | Through collaborating organizations' communication efforts | Attendance at programs   |

|   |                    |               |   |           |                |   |            |
|---|--------------------|---------------|---|-----------|----------------|---|------------|
| Develop and implement Coffee and... (Weekly gathering with refreshments, discussion, and music) | Aging in Montclair | January, 2017 | Space to meet, volunteers, refreshments | Attendees | Low attendance | AIM newsletter/email, Facebook, local media | Attendance |
|---|--------------------|---------------|---|-----------|----------------|---|------------|

## Respect and Inclusion

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|---|---|----------------|--|--------------------------|---|--|--|
| <b>Goal:</b>                                    | To ensure community older adults feel respected and included in the community via programs that promote ethnic and cultural diversity, as well as multigenerational interaction and dialogue. |                |  |                          |   |  |  |
| <b>Collaborating Organizations:</b>             | Township, Lifelong Montclair, and its partners  |                |  |                          |   |  |  |
| <b>Activities</b>                               | <b>By Whom</b>  | <b>By When</b> | <b>Resources Available</b>                                       | <b>Resources Needed</b>  | <b>Potential Barriers or Resistance</b>                               | <b>Communication Plan for Implementation</b>             | <b>Metrics</b>   |
| Implement Senior of the Month program           | Lifelong Montclair, SCAC  | May, 2017      | Population of seniors, SCAC volunteers to assist with interviews | Promotion                | Reluctance of seniors to highlight their work or identify as “senior” | TV34 PSA, feature in local newspaper, BID                | Number of featured seniors   |
| Develop a program of senior-friendly businesses | Lifelong Montclair  | Ongoing        | Self-assessment checklist  | Participating businesses | Ongoing monitoring can be burdensome                                  | Lifelong Montclair's Online Directory of Senior Services | Number of businesses completing checklist. Aim to increase by 10% every year |

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| <p>Implement Pledge and Protect - a program to increase LGBT cultural competency among health care and senior housing providers. Secondary goal of impacting LGBT elders</p> | <p>Garden State Equality</p>               | <p>Spring, 2017</p> | <p>Hackensack Meridian Health<br/>Mountainside Medical Center,<br/>Chrill, Clara Maass Medical Center, First Montclair House, South End Gardens, PineRidge, Montclair Ambulance Unit, Montclair Inn, funding by Partners for Health</p> | <p>Participation of community organizations</p>                            | <p>Reluctance of organizations to recognize need for training; ignorance/ defensiveness/ resistance surrounding issues</p> | <p>Direct outreach to potential organizations</p>  | <p>Number of individuals trained; number of organizations hosting training</p>          |
| <p>Facilitate homebound seniors' access to lifelong learning programming</p>   | <p>Care at Home NJ, Lifelong Montclair</p> | <p>Ongoing</p>      | <p>Local TV station's streaming and recording capability</p>  | <p>Technical support</p>   | <p>Technical issues</p>  | <p>Care at Home NJ's client list, TV viewers</p>   | <p>Viewership; number of individuals using the call-in line to be developed in 2018</p> |
| <p>Improve senior access to public meetings</p>  | <p>AIM (Aging in Montclair)</p>            | <p>March, 2015</p>  | <p>Rides can be provided to seniors provided they have enough warning about agenda items of special interest to</p>   | <p>Seniors (participants), continued funding for the rides for seniors</p> | <p>Need enough warning about agenda items of special interest to seniors in order to provide rides</p>                     | <p>AIM newsletter/notifications on AIM website</p> | <p>Number of seniors using the ride system to justify its continued use</p>             |

|   |  |                     |   |  |  |   |   |
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|   |  |                     | seniors, and that said agenda items are early enough in the meeting to allow seniors to get home at a decent hour   |  |  |   |   |
| Implement senior-friendliness in all policies – working to ensure resolutions and ordinances enacted do not have negative impact on seniors | Township Manager’s office, Lifelong Montclair, Township Clerk’s office, SCAC | Ongoing             | SCAC and their collection of data, research committees, and Written Reports to Township   | Time to review all relevant proposed policies                              | Ageist assumptions by non-seniors and seniors alike          | None  | Assessment of resolutions and ordinance |
| Host Celebrating Aging in Film Series   | AIM and bevilal  | October 20-22, 2017 | Montclair State University School of Communication and Media Presentation Hall, Montclair Art Museum Leir Hall, Presenters (Mario Garrett, PhD and Sophie Glazer) | Funding for advertising, licenses, honorariums, security at MSU, attendees | Budget limitations, transportation issues, persistent stigma | AIM emails, website, and Facebook page; online and print media; word of mouth | Post-surveys and number of attendees    |



## Civic Participation and Employment

|   |  |                 |  |   |   |   |  |
|---|--|-----------------|--|---|---|---|--|
| <b>Goal:</b>  | To ensure community older adults have access to paid work and volunteer opportunities and can engage in the formulation of policies relevant to their lives. |                 |  |   |   |   |  |
| <b>Collaborating Organizations:</b>   | Township, Lifelong Montclair, and its partners   |                 |  |   |   |   |  |
| <b>Activities</b>   | <b>By Whom</b>   | <b>By When</b>  | <b>Resources Available</b>   | <b>Resources Needed</b>   | <b>Potential Barriers or Resistance</b>   | <b>Communication Plan for Implementation</b>  | <b>Metrics</b>   |
| RSVP promotion  | Lifelong Montclair and its partners  | July, 2014      | RSVP can provide advertising and marketing - in print, online, etc. Staff to present program           | Invitation to community events, opportunities to promote program                  | Lack of interest from the community in committing to ongoing volunteer positions. | Continue to educate the community on the importance of civic engagement.  | # of volunteers, # of hours served by volunteers   |
| Develop and promote Reading Buddies: intergenerational program in which seniors read to elementary students | RSVP   | September, 2016 | Advertising and marketing - in print, online, etc. Staff to present program and coordinate volunteers. | Connections to potential schools that have a need and interest in Reading Buddies | Potential barrier is the lack interest from the school system.                    | Continue to coordinate RB in West Orange, Orange and Maplewood/South Orange. Expand into other districts in Essex County. | # of schools, # of volunteers serving, # of kids receiving services, improvement of children's reading skills via survey of teachers |

|   |  |                  |  |   |   |   |  |
|---|--|------------------|--|---|---|---|--|
| Disseminate Age-Friendly Employer Information                                   | Lifelong Montclair                             | 2018             | Existing information from Age-Friendly NYC, AARP employer pledge | Township commitment                           | Requires vetting and approval by Township legal department  | AARP employer pledge logo on website                | Implementation of pledge   |
| Participate in Lobby Day- Facilitating Lobbying for Senior-Friendly Legislation | AARP West Essex Chapter 131 through volunteers | Ongoing          | Programming by AARP, funding through AARP                        | Participants, continued funding               | Lack of interest from community, lack of support for legislation supporting seniors' health and welfare of caregivers | AARP newsletter, community outreach                 | Number of participants   |
| Develop AIM Time Bank   | Aging in Montclair                             | October 12, 2017 | Existing software, volunteer efforts                             | Volunteer labor, grant to hire PT coordinator | Unwieldy software   | AIM notices sent to members, print and online media | Numbers of volunteers, numbers of recipients, number of donors, numbers of credits |

## Communication and Information

|  |   |                |   |   |   |  |   |
|--|---|----------------|---|---|---|--|---|
| <b>Goal:</b>   | To ensure community older adults have access to communications technology and other resources so older residents can connect with their community, friends, and family. |                |   |   |   |  |   |
| <b>Collaborating Organizations:</b>                    | Township, Lifelong Montclair, and its partners  |                |   |   |   |  |   |
| <b>Activities</b>                                      | <b>By Whom</b>  | <b>By When</b> | <b>Resources Available</b>  | <b>Resources Needed</b>   | <b>Potential Barriers or Resistance</b> | <b>Communication Plan for Implementation</b>                         | <b>Metrics</b>  |
| Create Lifelong Montclair Directory of Senior Services | Lifelong Montclair  | January, 2015  | Intern to update information, older directory, partner organizations to help distribute         | Printing costs  | Expensive to print                      | Newspaper and online news sources                                    | Number of directories distributed   |
| Create Community Calendar                              | Montclair Senior Citizens Advisory Committee (SCAC)   | 2014           | Volunteer manages calendar and <a href="http://www.scacmontclair.org">www.scacmontclair.org</a> | Need assigned staff person to keep calendar up to date and adoption of new technology | Funding                                 | Referential linkages between websites (e.g. Lifelong Montclair, AIM) | Increase in viewer stat's on SCAC website; increased attendance at events, etc. |
| Create SCAC Website                                    | SCAC  | 2014           | Volunteer manages <a href="http://www.scacmontclair.org">www.scacmontclair.org</a>              | Need assigned staff person to assist with update, and adoption of new tech            | Funding                                 | Referential linkages between websites (e.g. Lifelong Montclair, AIM) | Increase in viewer stat's on SCAC website;                                      |

|   |                               |                 |  |  |   |   |  |
|---|-------------------------------|-----------------|--|--|---|---|--|
| Create SCAC Listserv                            | SCAC                          | 2014            | Volunteer manages  | Need assigned staff person to assist with volume of blasts, and adoption of new technology | Funding; Lack of comprehensive Registry of Montclair Seniors                              | Word of mouth   | Increase in attendance at events, etc.   |
| Create Lifelong Montclair Facebook page         | Lifelong Montclair            | January, 2016   | Facebook tools   | Staff time to update page regularly  | Difficulty getting the word out, low reliance on social media for news by some            | Lifelong Montclair newsletter, website, email list  | Page likes   |
| Distribute GrandPads, Senior Friendly Computers | Care at Home NJ               | September, 2014 | Computers, tablets, social workers, caregiver support group, website with resource guide | Volunteers to video chat or visit in person with homebound seniors                         | Finding seniors who are truly socially isolated but also willing to try a computer/tablet | Care at Home NJ website, presentations at senior buildings and senior organizations, Facebook group | The Lubben Social Isolation scale which measures contact with friends and family, and the PHQ which measures depression. Administered at baseline and after 6 months |
| Online Directory of Senior Services             | Lifelong Montclair, SCAC, AIM | October, 2016   | Volunteers with website expertise  | Ongoing hosting fees   | Preference of printed version by some, reliance on  | Lifelong Montclair newsletter, email list   | Site visits  |

|  |  |                                      |  |   |  |   |                        |
|--|--|--------------------------------------|--|---|--|---|------------------------|
|  |  |                                      |  |   | other sources for information                |   |                        |
| Implement and film/broadcast Lunch, Learn, Ask: A monthly program addressing projects in each of the 8 Domains of livability. There is a brief presentation followed by an emphasis on questions from the seniors. | Lifelong Montclair, Matthews and Company Realty, TV34  | Ongoing. Start date: September, 2016 | Lifelong Montclair Partner Organizations | Lunch donations from community businesses | Transportation, lack of awareness of program | Lifelong Montclair mailing list, mailing list of participants   | Number of participants |
| Broadcast lifelong learning programs online and on local TV station  | Care at Home NJ, Lifelong Montclair, United Way Caregivers Coalition, Township of Montclair's TV34 | Ongoing. Start date: Summer, 2016    | Existing TV34 infrastructure             | Time commitment of TV34 staff             | Lack of awareness of program                 | Local media, Lifelong Montclair email list Care at Home NJ website, United Way Caregivers Coalition meeting materials | Viewership             |

|   |                             |                |  |  |  |  |   |
|---|-----------------------------|----------------|--|--|--|--|---|
| Aging in Montclair creates newsletter and website | AIM (Aging in Montclair)    | Summer, 2015   | Website and newsletter are up and running  | Volunteers sufficiently computer literate to update website and newsletter | Volunteers sufficiently computer literate to update website and newsletter | Promotion in marketing materials   | Number of people on mailing list                  |
| Lay groundwork for comprehensive senior registry  | Township and SCAC           | 2017           | SCAC; Rotary Club; AIM, Veterans Rights organization; Hackensack Meridian Health Mountainside Medical Center | Township support   | Privacy barriers   | Canvassing, mailers in water bills   | Increase in number of people identified           |
| Increase availability of technology training      | Library, Lifelong Montclair | Fall, 2016     | Expertise of librarian, space in senior building for tech support  | Computer training lab  | Cost of lab  | Senior activities calendar, Library calendar, online calendars, flyers         | Number of participants                            |
| Develop and implement senior marketing plan       | Lifelong Montclair          | Spring, 2017   | Marketing intern, funding from Partners for Health Foundation  | Training and background information  | Difficulty finding the appropriate intern with required skills             | To be used for future outreach   | Completion of plan and tracking of implementation |
| Create Lifelong Montclair newsletter              | Lifelong Montclair          | December, 2016 | Partnership with organization who sells ads and prints newsletter at no cost to Township                     | Staff time for content development and creation of newsletter              | Limited  | Lifelong Montclair mailing list, distribution at various sites throughout town | Number of newsletters distributed                 |

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| Develop Senior Speakers Bureau                        | AIM (Aging in Montclair)  | June, 2016  | All resources needed to get Speakers Bureau up and running are/have been available, except finding appropriate groups willing to book trained volunteer speakers | Finding appropriate groups willing to book trained volunteer speakers | Lack of interest in groups willing to book trained speakers          | AIM newsletter/notifications on AIM website | Number of groups willing to book speakers                  |
| Promote Senior Call-In Center volunteer opportunities | AIM (Aging in Montclair)  | April, 2016 | Resources needed to implement call in center are available and have been utilized  | Senior participation at appropriate times                             | Users' reluctance to ask for information until situation is critical | AIM newsletter/notifications on AIM website | Number of seniors using call-in center at appropriate time |
| Host computer classes                                 | AARP West Essex Chapter 131 through volunteers in 2014, 2015; after 2015, classes provided through Adult School | 2014        | Programming by AARP volunteers, funding through AARP, space offered by Montclair Public Library  | Participants, continued funding                                       | Lack of interest from community                                      | AARP newsletter, community outreach         | Number of walk-ins/program attendees by month and by year  |

## Community Support and Health Services

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| <b>Goal:</b>   | To ensure community older adults have access to home-based care services, health clinics, and programs that promote wellness and active aging. |                  |   |   |  |  |   |
| <b>Collaborating Organizations:</b>  | Township, Lifelong Montclair, and its partners   |                  |   |   |  |  |   |
| <b>Activities</b>  | <b>By Whom</b>   | <b>By When</b>   | <b>Resources Available</b>  | <b>Resources Needed</b>                                   | <b>Potential Barriers or Resistance</b>                              | <b>Communication Plan for Implementation</b>                         | <b>Metrics</b>  |
| Develop and implement Life Transitions for Seniors                           | MHAEC, Library, YMCA, AIM, Toni's Kitchen, SCAC  | January, 2015    | Staff available to provide counseling, referrals and case management Wednesdays through Fridays 9:30 a.m.-2:30 p.m. | Increased fiscal support to increase program availability | Programs funded by grants; lack of existing available housing        | Market services at YMCA, the Library, AIM and Toni's Kitchen         | Record number of seniors who are enrolled; itemize requests for service |
| Develop and implement lock box program – to allow access to first responders | Lifelong Montclair, Montclair Police Department, Montclair Fire Department, Montclair Ambulance Unit   | Fall, 2017       | Funding from Partners for Health Foundation, existing model programs  | Identified vulnerable older adults                        | Mistrust in the program, hard-to-access population                   | Local media, via existing programs that serve homebound older adults | Number of lockboxes installed   |
| Promote SHIP/SNAP program  | JFS of MetroWest's RSVP Center of  | SHIP: July, 2016 | Funding from the NCOA and the State of NJ. Existing program   | Identifying low-income older adults and Medicare          | Stigma for SNAP, difficulties with SNAP application process, lack of | Existing programs that serve homebound older adults, direct          | Number of client contacts, LIS applications                             |



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|   | Essex and Hudson Counties                              | SNAP: October, 2016  | models for both SNAP and SHIP.                            | beneficiaries in need of help.                           | awareness of SNAP and SHIP                           | mailers, email marketing, online and in print marketing, enrollment events, presentations              | submitted, SNAP applications submitted, percent of submitted applications enrolled, average SNAP benefit of those enrolled. Comparison across years |
| Promote and implement Geriatric Psych Program and Helpline              | Hackensack Meridian Health Mountainside Medical Center | Geriatric Unit open since ~2010; Helpline started Summer, 2017 | Resources for seniors, crisis intervention                | Behavioral health programs                               | Limited support                                      | Outreach to programs that cater to seniors, nursing homes, assisted livings, senior living communities | Frequency of callers  |
| Implement Mobile Farm Stand at senior buildings and Edgemont Park House | Montclair Community Farms                              | Summer, 2015   | Produce from Montclair Community Farms, mobile farm stand | Funding, staff, continued operation of mobile farm stand | Program is funded by grants                          | Media notifications, flyers, newsletter, Facebook, community outreach                                  | Pounds of produce sold, revenue   |
| Develop and implement WAVE Program - Wellness                           | Clara Maass Medical Center                             | January, 2016  | Clara Maass professionals, funding by the                 | Seniors in need of annual wellness exam                  | Lack of awareness of availability of annual wellness | Media, brochures at locations seniors gather   | Number of wellness exams administered   |

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| Assessment Van for Elders  |  |              | Healthcare Foundation of NJ   |                                      | exam through Medicare   |                                   |   |
| Implement Snow Buddies program partnering youth with seniors in need of snow shoveling | Health Department  | Winter, 2016 | Seniors needing shoveling, shovels funded by Partners for Health Foundation   | Student volunteers                   | Engagement by student volunteers  | Newspaper, Township newsletter    | Number of matches   |
| Increase access to health screenings   | Montclair Department of Health & Human Services                | Ongoing      | Department of Health & Human Services' Nursing Division and Health Educator, Hackensack Meridian Health Mountainside Medical Center, Clara Maass Medical Center | Patients                             | Increased number of insured people appears to have decreased demand for free screenings | Local media, newsletters          | Number of screenings administered                           |
| Promote Healthy Corner Stores  | Department of Health & Human Services and participating stores | 2015         | Partners for Health Foundation/NJ Healthy Communities Network funding   | Continued grant funding, consultants | Corner store participation, consumer support  | Media outlets, community outreach | Number of participating corner stores, number of food demos |

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| Promote Good Bucks Program (doubles the value of WIC/SNAP/FMNP vouchers at Montclair Farmers Market) | Montclair Farmers Market  | 2015       | Funding from Partners for Health Foundation, implementation support from City Green and Montclair Farmers Market Board | Outreach and communication      | Lack of transportation; for some, doubling is still not sufficient or options at Farmers Market not aligned with their food choices | Email listservs, local media, flyers, tabling, speaking engagements | Number of bucks used, number of participants |
| Implement and promote walking program  | AARP West Essex Chapter 131 at the Edgemont Park House for Seniors and throughout the Community using the walking paths at this location using volunteers | Fall, 2016 | Programming by AARP, funding through AARP  | Participants, continued funding | Lack of interest from community   | AARP newsletter, community outreach                                 | Number of walk-ins/program attendees by week |
| Conduct Take Control of Your Health Workshop   | AARP West Essex Chapter 131 through volunteers, held at the Edgemont Park House   | Fall, 2016 | Programming by AARP, funding through AARP  | Participants, continued funding | Lack of interest from community   | AARP newsletter, community outreach                                 | Number of walk-ins/program attendees by week |

|                              |                    |           |                                |  |   |   |                     |
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| Host Caregiver Support Group | Aging in Montclair | May, 2017 | Facilitator, room for meetings | Participants, professional facilitator | Awareness, resistance toward attending support group, ability of caregivers to get to the group | Local media and AIM newsletter/email list | Number of attendees |
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