Table of Contents

Chemung County Age-Friendly Community Coalition 2

Executive Summary 4

Outdoor Spaces and Buildings 7

Transportation 23

Housing 32

Social Participation 43

Respect and Social Inclusion 45

Civic Participation and Employment 50

Communication and Information 54

Community Support and Health Services 59
Chemung County Age-Friendly Community Coalition
December 2017

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Scott Shaw (County Planning Dept. and Elmira-Chemung Transportation Council)
Laurie Sweeney (Woodbrook Assisted Living Residence)
Alan Yeck/Maggie Barnes (Corning Community College)
Chemung County Age-Friendly Community Coalition Members, Fall 2016
Photo provided by Ron Rehner

**Front row:** Cindy McInerney (Able 2), Dan Mandell (City of Elmira Mayor), Dawn Bush (County Health Dept.), Mark Lisi (Food Bank of the Southern Tier), Ron Rehner (AARP, Senior Notebook, Creating Healthy Schools & Communities), Scott Shaw (County Planning Dept. and Elmira-Chemung Transportation Council)

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**Not pictured:** Tara Burke (Chamber of Commerce), Sam David (Retired Past Director Dept. of Aging & Long Term Care), Marleah Denkenberger (Alzheimer’s Association Southern Tier Satellite), Cindy Emerson (GST BOCES), Ed Fairbrother (Town of Big Flats), Allyson Graf (Elmira College), Darlene Ike (Meals on Wheels of Chemung County), Michele Johnson (YWCA), Evanna Koska (Dept. of Aging Advisory Council), Patty Mitchell (Chemung Canal Trust Company), Felix Perez (First Presbyterian Church), Tom Santobianco (Bethany Village) and Alan Yeck (Corning Community College)
Executive Summary

In December of 2012, Chemung County became the first upstate New York community to be admitted into the World Health Organization Global Network of Age-Friendly Cities and Communities® and AARP Network of Age-Friendly Communities. Through our 2010 Community Empowerment planning initiative, Chemung County established a strong, coordinated network of aging services stakeholders. Because of this, AARP identified our county as positioned for success in becoming an Age-Friendly Community. The City of Elmira, the Town of Elmira, the Town of Big Flats and the Town of Southport have since joined our effort and have been admitted into the Network of Age-Friendly Communities.

Chemung County's over-65 population increased from 6,700 (9% of the total population) in 1940 to 14,000 (16% of the total population) in 2010, and is projected to increase to 17,250 (21% of the total population) in 2030. The upcoming aging population is expected to have fewer potential family caregivers, as these individuals are more likely to be divorced or never married and have fewer or no children, and those with children are likely to live farther away from their children, than previous generations.

Our purpose in becoming more age-friendly is multifaceted. Developing our age-friendliness provides an opportunity to enhance the well-being of all residents, increases the ability of older adults to contribute to the community while reducing costly healthcare needs, and provides a marketing tool to attract and retain business and people of all ages. Many people do not realize the extent to which older adults benefit their communities economically. According to the U.S. Consumer Expenditure Survey, the 50-plus age group owns 65% of the aggregate net worth of all U.S. households. The 2010 census revealed that 78% of Chemung County householders over age 60 own their homes and, of those, 70% have no mortgage. Older adults provide a responsible, experienced, skilled and dependable workforce and provide an invaluable source of community volunteers.

Age-friendly communities are not just for older adults. The features of an age-friendly community benefit all ages and abilities. Being an age-friendly community provides access to the best practices of other Age-Friendly Communities, as well as an opportunity to share our successes, while providing a marketable designation and source of community pride.

A group of interested local stakeholders began meeting in 2013 to develop, distribute and compile the results of a community survey. The primary finding from this survey is that our community has a wealth of services, opportunities and resources, but we need to do a better job of helping residents to be aware of and access the services that best meet their needs, and we need to increase our capacity to serve the needs of a growing aging population.

An Age-Friendly Community Planning Committee representing public, private, not-for-profit, education and faith-based sectors met monthly throughout 2014 to develop the
Chemung County Age-Friendly Community Action Plan. Our planning process utilized the community survey findings; a review of other relevant surveys, plans and initiatives; and a review of updated and revised plans from the 2010 Community Empowerment Action Plan. Age-friendly community action plans were developed based on the eight topic areas identified by the World Health Organization as helping to influence the health and quality of life of older people. The complete plan and/or specific portions of the plan were reviewed, with feedback provided and incorporated, by many community groups and stakeholders, including the Chemung County Planning Commissioner, Housing Coalition, Coordinated Transportation Committee, Long Term Care Council and Human Services Committee; and the Appleseeds Support Group for Older Women. The Chemung County Department of Aging and Long Term Care Advisory Council served as the Citizens Advisory Committee, and was an integral part of the planning process.

An Age-Friendly Community Coalition of local stakeholders began meeting bimonthly in January of 2015 to oversee the ongoing process of implementing, evaluating and revising the Chemung County Age-Friendly Community Action Plan. Many initiatives have been developed and maintained because of, and in partnership with, the Age-Friendly Chemung County initiative. Major accomplishments include:

- Services to support caregivers and link older adults and their families with services and supports to help them be as healthy and independent as possible were expanded.
- The opportunities and benefits of being mentally, physically and socially engaged were promoted through the newly developed Senior Notebook TV show series titled “Aging Well”.
- Additional home repair, modification and maintenance services were developed, and a list of available services was developed and is regularly shared with Chemung County residents.
- A resource of transportation options, and services to help people access the resources that best meet their needs, were developed and made readily available to Chemung County residents.
- Partnerships with faith communities were developed to address the needs of aging members and their caregivers.
- An Age-Friendly Business and Organization Guide and designation process was developed, and 34 businesses and organizations have been designated Age-Friendly to date.
- Numerous parks and trails were rehabilitated and expanded.
- The City of Elmira developed a master plan that includes plans for a walkable, bike friendly, revitalized downtown. The City was awarded $10 million through the NYS Downtown Revitalization Initiative to revitalize downtown and support goals that include renovating buildings for commercial and residential use, renovations to enhance and connect downtown assets and hold year-round programs and events, converting a bridge that was closed to vehicle traffic in 2011 into a pedestrian pathway and park, and creating form-based overlay zoning for the central business district that will encourage walkability and higher-density development.
• The City of Elmira received an Empire State Poverty Reduction Initiative grant and has developed a plan with three strategies related to accessibility and effectiveness of services, revitalizing targeted neighborhoods, and long-term productive employment, with job training and support.
• Chemung County received a grant and is in the process of establishing a land bank, an important tool in transforming Elmira’s downtown and surrounding neighborhoods by converting vacant properties into uses that support community revitalization and foster economic growth.

This evaluation provides an overview of implementation highlights and will be used to develop an updated plan that will guide us through the next three year implementation period. The Chemung County Age-Friendly Community initiative is a process that will continuously evolve to reflect the changing needs of the community, and we will continue to refine the identification, adoption and measurement of reliable and realistic indicators to quantify progress towards enhancing our Age-Friendly Community.
Outdoor Spaces and Buildings

**Definition:** Accessibility to and availability of clean, safe community centers, parks, and other recreational facilities

**Outdoor Spaces and Buildings Action Plan #1:** Continue to build partnerships and develop sustainability of current efforts to create, rehabilitate, improve, maintain and better utilize parks, recreation facilities, community gardens and other open spaces to offer safe and accessible opportunities for physical activity for persons of all ages and abilities.

**Who:** AARP Chapter 276, Creating Healthy Places partners and other groups identified to support sustainability, Eldridge Park Carousel Preservation Society, First Arena, Elmira Pioneers, Health Priorities Partnership, Lackawanna Rail Trail Committee, municipal governments

**Facilitator:** Creating Healthy Places

**When:** By 2017

**Performance Indicators and Progress Highlights:**
Many parks, recreation facilities and community gardens have been rehabilitated, improved, created, and maintained, including:

- Lackawanna Rail Trail now has welcome signs, benches, bike racks, a 3-sided kiosk, bulletin boards, solar lights, landscaping, embankment repairs, new fencing and viewing areas, additional trail paved from Elmira to Wellsburg to provide a total of 7-8 miles of paved trail from Lowman Crossover to Eldridge Park, and a parking lot at Lowman Crossover. The trail is open year-round, providing access opportunities for cyclists, walkers, anglers, and other outdoor activities. [http://www.cityofelmira.net/public-works/lackawanna](http://www.cityofelmira.net/public-works/lackawanna)

- Friends of the Chemung River, utilizing volunteers and community partnerships, purchased a drone camera to help with river rescues and to identify hazards prior to public paddles; installed benches and cleared downed trees and brush along the West Elmira river trails; built educational/historic information kiosks for the White Wagon Boat Launch Trail in the town of Chemung; built and installed
wooden swings on West Elmira trails; cleaned trash from the Lackawanna Tail Trail, Chemung River, Brick Pond and local creeks; adopted and cleaned five Chemung River boat launches; installed osprey nesting poles at Bottcher’s Landing Boat Launch and Dunn Field Boat Launch; and installed four informational signs around Eldridge Lake. http://www.chemungriverfriends.org/

- Catharine Valley Trail has a new trail head and parking lot.
- Elmira’s Mark Twain Riverfront Park has new lights and amenities provided by Creating Healthy Places, the City of Elmira and others; 1000 daffodil bulbs were planted by volunteers. http://www.cityofelmira.net/public-works/mtriverfront
- Chapel Park in the Town of Southport has new pickleball courts, pedestrian bridge and walking trail.
- McCann’s Memorial Park in Elmira Heights has new playground equipment.
- Eldridge Park has new rides and amenities, including public gazebos funded by the Hilliard Foundation, and a six-panel mural to decorate the front of the restroom building funded by the ARTS Council, with materials provided by the Eldridge Park Carousel Preservation Society. http://eldridgepark.org/new/
- A community project involving River Friends, Towns of Big Flats and Chemung, Chemung County, Big Flats Community Days Committee, NYS DEC and Community Foundation of Elmira-Corning and Finger Lakes created the Minier’s/Senator Smith concrete boat ramp and access road, resulting in the addition of another boat ramp/road on the river; a safer, easier to use and more attractive bloat launch; another river rescue access point; and less erosion and pollution.
- The Town of Big Flats upgraded roadways leading to boat launches at Bottcher’s Landing and the Senator William T. Smith launch at Minier’s Park, designating each formally as a town road to obtain state CHIP (Consolidated Local Street and Highway Improvement Program) funding for continuing maintenance and improvements to provide safe, secure access to river recreation.
- The Town of Big Flats added accessible restroom facilities at Community and Sperr Parks to accommodate the increase in utilization at both locations.
- The Town of Big Flats is continuing work on the Rails to Trails walking path, extending it past Sperr Park over Hammond Street to the Town of Big Flats Municipal Complex, to enhance access to town activities and services for cyclists and pedestrians. The Rails to Trails path represents the third of the county’s three major trail backbones and will, in the future, offer the only east-west trail connecting to the Catharine Valley and Lackawanna Rail trails.
- The City of Elmira and Chemung County partnered to install a Victorian-style stage in Wisner Park, and Hilliard Corporation donated time and resources to etch designs in the metal. http://www.cityofelmira.net/public-works/wisner
- Pulaski Park has a new splash pad and playground. http://www.cityofelmira.net/pulaski
- An accessible inclusive play space for children ages 5 – 12 has been designed and constructed at Big Flats Community Park Extension; a play space expansion for children ages 2 – 5 and an adjoining 12-station adult-senior exercise pavilion is planned.
The Town of Elmira added a blacktop running and walking path around the perimeter of a multipurpose field.

The Arc of Chemung worked with Creating Healthy Schools and Communities and adopted Quatrano Park to play an integral role in turning an abandoned tennis court and park into a beautiful playground, softball field, and community garden, next to the Lackawanna Rail Trail. The garden includes a greenhouse and 18 raised beds, as well as many other options for planting (tire beds, pots, pizza gardens, etc.). Next season the Arc of Chemung vocational program will begin teaching people how to grow and harvest vegetables.

http://www.cityofelmira.net/quatrano

Sunrise Rotary Club donated and installed 8 benches for parks and trails to encourage outdoor activity.

Two bench swings were installed along the Chemung River trail in West Elmira through a partnership with Chemung County Chamber of Commerce’s Leadership Chemung program; the Amish Workshop in Big Flats who built the benches; NYCOR/Vulcraft who designed, built and installed steel frames to hold the benches; and the Town of Elmira who donated and prepared the land where the swings are located. The swings were donated to the town as part of its river trails improvement project and are part of the River Friends’ efforts to encourage people to use trails and nature for healthy outdoor exercise.

Completion of Chemung County’s Harris Hill “Boundless Playground”, the first full ADA accessible design in all of Chemung County, allows an inclusive play environment for children of all abilities, with an extensive ramping system allowing people with mobility devices to have full access to the playground. Support came from the Community Foundation of Elmira-Corning, the Anderson Foundation and GameTime Playground Equipment.

Chemung County Habitat for Humanity and Thrivent Financial are partnering to provide “Building on Faith”, a volunteer opportunity to participate in community improvement projects, including home rehabilitation and minor exterior repair projects. Volunteers cleaned and repaired Elmer Goodwin Park in Elmira.

Poetry Posts project, developed and administered by ARTiculation (a group of three Elmira poets), posts poems in 12 City of Elmira parks and Woodlawn
Cemetary to make poetry an accessible part of daily life, generate a greater enjoyment of poetry, and encourage poets of all ages to add to the cultural life of the community.

- A variety of volunteer cleanup events occur regularly in downtown Elmira and local parks.
- Tobacco-Free Outdoors policies have been passed at the Chemung County Health Complex and Library District; and the City of Elmira, Town of Southport and Village of Elmira Heights municipal parks; as well as some employers, and faith-based and healthcare organizations.
- A new summer concert series at the Elmira Promenade is sponsored by Friends of the Chemung County Library District.

Brand Park, Elmira Heights Park, Teal Park and West Elmira Park all have a summer concert series.

Chemung County now provides applications for non-ambulatory hunters to bow hunt at Park Station, allowing archery hunters with a physical disability who are unable to move without use of a mechanized aid to hunt for deer with a bow or crossbow during the final two weeks of archery season, during which Park Station is closed to the general public.

Sixteen community garden beds were adopted by the Elmira Women’s Leadership Initiative to refurbish an existing garden that had become overgrown at Woodlawn Park.

Two community garden beds were adopted by the Elmira Women’s Leadership Initiative to refurbish an existing community garden that had become overgrown at the Economic Opportunity Program.

Garden beds were rebuilt at Katy Leary Community Garden.

A potting bench, shed and garden tools were purchased for the Town of Elmira Community Garden.
• A formal community garden adoption process was developed by the City of Elmira.
• Community Gardens are maintained by the organizations who received Creating Healthy Places mini-grant funds to build, improve and/or refurbish the gardens. A program on sustainable gardening has been offered through Chemung County’s Cornell Cooperative Extension.

Conclusion: A wide variety of initiatives have been developed and implemented, and additional plans are under development, promoting greater utilization of our local resources and improving the physical and mental health of community residents.

Outdoor Spaces and Buildings Action Plan #2: Further develop existing efforts to preserve historic buildings and neighborhoods, rehabilitate or replace idle buildings to meet current needs, and preserve open spaces.
Who: AARP Chapter 276, The Arc of Chemung, Chemung County and other local Historical Societies, City of Elmira Community Development, Elmira Downtown Development, Historic Elmira, Maple Avenue Historic District, Near Westside Neighborhood Association, municipal planning and zoning boards
Facilitator: Chemung County Planning Department
When: By 2017
Performance Indicators and Progress Highlights:
Buildings and units have been preserved, rehabilitated or replaced, including:
• Work is underway to stabilize the historic Richardson-Kennedy House (better known as the Ritz Carriage House) at 359 Church St., Elmira, as part of a grant from the Southern Tier Regional Economic Development Council and state Office of Parks, Recreation and Historic Preservation. After stabilization is completed, a developer is anticipated to take over and finish restoration of the building for mixed uses.

Work is underway to stabilize Elmira’s historic Richardson Kennedy House
Photo provided by Ron Rehner
The formerly abandoned Richardson Row Homes on Water Street were renovated by Capriotti Properties, a local residential property development company that specializes in restoring Victorian architecture. This project, considered impossible by many, included major structural repairs and improvements, maximum energy efficiency, fire safety updates and decks overlooking the Chemung River.

Elmira Downtown Development received a $200,000 grant from the NYS Housing Trust Fund and Office of Community Renewal to rejuvenate the Pioneer Sports Bar and Grill and the long-vacant Los Dos Amigos restaurant.

The Clinton-Columbia Historic District in Elmira was added to the National Register of Historic Places, preserving the neighborhood’s historic character and creating access to tax credits for the substantial rehabilitation of properties in the historic district.

The North Main and West Water Commercial Historic District in Elmira was nominated to the State and National Registers of Historic Places.

The old Cappy’s building on the corner of Park Place and Clinton Streets in Elmira was demolished to convert the space into public green space by Elmira College, as part of a plan to improve the cultural corridor between Elmira College, Arnot Art Museum, Clemens Center, Chemung Valley History Museum and downtown Elmira; and forge a stronger bond between Elmira College and downtown Elmira.

Elmira Refresh is working on revitalization from Washington Avenue at Elmira College through the central business district, with new projects and commercial and retail growth, and making the college a greater part of the community. Planning, zoning and land use efforts include:

- The City of Elmira [http://www.cityofelmira.net/]
  - The newly developed Comprehensive Plan supports healthy lifestyles, outdoor enjoyment, safety, and environmental sustainability. The Plan includes providing flexible regulations that encourage innovation in land use variety and design, open space preservation, historic sites and structures, and improved housing and residential environments. A new vision for land use regulation includes a vibrant urban place that is pedestrian and bicycle friendly, with mixed-use development, and with Downtown Elmira as the civic heart of Chemung County, to include focused housing, retail, education, entertainment, sports, culture, government service and work places. [http://www.cityofelmira.net/newsroom/all/comprehensive-plan]
  - Planned Development Districts and Planned Unit Development are being implemented to provide flexibility in the regulation of land use development in order to encourage innovation in land use variety and design, in the layout and type of new structures and in their integration with existing structures; enhance efficiency in the use of land, natural resources, energy, community services and utilities; encourage open space preservation and protection of natural resources, historic sites and structures; facilitate the provision of housing and improved residential
environments; and enhance the ability of municipalities to promote business and employment opportunities.

- Grant money is being offered to downtown building owners who are interested in making property improvements. The Activate Building Fund is offered through the Downtown Revitalization Initiative, and administered by the NYS Housing Trust Funding Corp. and the City Department of Community Development.

- The Town of Big Flats [https://www.bigflatsny.gov/](https://www.bigflatsny.gov/)
  - Planned Unit Development is being implemented to provide flexibility in the regulation of land use development in order to encourage innovation and open space preservation; protection of natural resources, historic sites and structures; and the provision of housing and improved residential environments that allow a positive pedestrian environment and a mixture of uses, with the opportunity for people to work, meet and utilize services in the vicinity of their residences.
  - Residential Cluster Development is being implemented to encourage flexibility in land design and development in order to promote the most appropriate use of the land, facilitate adequate and economical provision of services, preserve areas suitable for agricultural use, protect and conserve open space and environmentally sensitive features, and preserve scenic qualities.
  - Floating Zoning Districts are being utilized to provide flexible land use and design requirements through the use of performance criteria so that small-to-large neighborhoods may be developed to incorporate a variety of residential density and building types.
  - A short- and long-term strategic plan was developed, detailing and prioritizing maintenance, improvements, upgrades and projects designed to improve facilities, energy-efficiency, accessibility, utilization and sustainability of its parks and trails. Highlights of the plan include emphasis on access to, conservation of and improvement of recreational utilization of the Chemung River, and in particular, obtaining NYSDEC approval for development of a 3200 acre Wildlife Management Area established on its banks including the very popular Palisades region of the Town, which is the most paddled segment of the Chemung River. The plan also details options for longer term connectivity of Big Flats Town parks, trails and recreational resources with the major backbone trails of Chemung County and the region, and with an emphasis on safety, security, walkability and accessibility.


- Residential Cluster Development is being implemented to encourage flexibility in the design and development of land in order to promote the most appropriate use of land, to facilitate adequate and economical provision of services, to preserve those areas in the Town that are suitable for farm and agricultural uses, to protect and conserve conservation/open space uses and environmentally sensitive features, and to preserve scenic qualities. To achieve this goal, housing subdivision is allowed only in
cluster developments to maintain active farmland in production, preserve open space, and avoid the extension of public facilities into active farmland and environmentally sensitive areas.

- Planned Multiple Residential Districts provide flexible land use and design regulations through the use of performance criteria so that small to large neighborhoods may be developed to incorporate a variety of residential density and building types.
- Alternative Dwelling Unit Parks accommodate the appropriate and safe location of dwelling units that do not meet minimum area or overall exterior dimension requirements, as a form of rural affordable housing.

- The Town of Southport [http://townofsouthport.com/](http://townofsouthport.com/)
  - The Town of Southport’s recently developed Comprehensive Plan includes encouraging mixed-use development and housing for intergenerational residents; encouraging walkable, connected neighborhoods; and establishing an infrastructure and partnerships to allow older adults to age in place.
  - Residential Cluster Development is being utilized to enable and encourage flexibility in the design and development of land in order to promote the most appropriate use of land, to facilitate adequate and economical provision of services, to preserve those areas in the Town that are suitable for agricultural use, to protect and conserve open space use and environmentally sensitive features, and to preserve scenic qualities.
  - Planned Development District legislation has been adopted to provide a procedure for allowing flexible land use through creative planning and design and to encourage compact, pedestrian-oriented development and redevelopment, ensure adequate provision of community services, and preserve significant natural features and permanently protect open space resources. Planned Development Districts encourage a mix of uses on one site that is not attainable through traditional zoning.
  - Land use regulations allow self-sufficient Accessory Dwelling Units to help older adults age in place in proximity to family members while maintaining an independent lifestyle, or provide an independent and affordable space for young adult family members; as well as Alternative Dwelling Parks to protect the health, safety and welfare of trailer and mobile home park residents.

**Conclusion:** A wide variety of initiatives have been achieved or are underway to preserve and revitalize our neighborhoods and open spaces, allowing a greater array of innovative housing options, and improving community pride and quality of life.

**Outdoor Spaces and Buildings Action Plan #3:** Improve accessibility of public buildings and spaces for all ages and abilities.

**Who:** AARP Chapter 276, AIM Independent Living Center, Association for Vision Rehabilitation and Employment (AVRE), The Arc of Chemung, Creating Healthy Places partners, municipal governments and code enforcement

**Facilitator:** AIM

**When:** by 2017
Performance Indicators and Progress Highlights:

Development of further specificity about the type of accessibility improvements on which we will focus:

- On 10/13/15, the Chemung County Age-Friendly Community Coalition approved the following recommendation made by the plan facilitator, AIM, regarding further specificity: ramps, automatic doors, modified restrooms, braille signs/ menus, public pool access, access to wheelchairs, TTY/Sorenson access, elevators/lifts, accessible playgrounds, benches, curb cuts, and added accessible parking. AIM representatives recommended that seeking information regarding any of these types of modifications in public places will accurately reflect whether our community is improving accessibility.

Many accessibility improvements were made that fulfill the specificity criteria developed, including:

- The Town of Big Flats municipal complex is already very accessible, with curb cuts, handicapped-accessible facilities, elevators and in the Town Court, a lift for disabled judges and elevators. Current and future plans (dependent on grant accessibility) include widening walking trails, expansion of the ADA-compliant play area for very young children aged 2 to 5, and a future multigenerational exercise/workout facility for adolescents and adults of all ages with line of sight to the two playground areas.

- The City of Elmira:
  - Creating Healthy Places to Live, Work and Play brought awareness to accessibility needs.
  - Parks are updated and upgraded as funding becomes available, including replacement of old benches with benches that have arms, to increase ease of use for those with limited mobility; improvements to walking trails; improved lighting to increase park safety; and park equipment specifically designed for the aging and disabled.
  - A project on Water Street (a main thoroughfare in Elmira) was completed and includes reconfiguration into two lanes of traffic, one parking lane and one bicycle lane, new sidewalks and curb cut installation.
  - Downtown Revitalization projects include:
    - A walkable downtown with improved parking
    - Making Clemens Center safer for pedestrians crossing the street
    - Renovating Lake Street as a pedestrian bridge
    - Increasing and improving bike lanes

- The Town of Elmira added 12 accessible parking spaces to the town park.

- Town of Southport:
  - The Parks & Recreation department was recognized as an Inclusion Champion at the New York State Parks & Recreation Society State Conference in Rochester. The Town of Southport has been working with SUNY Cortland’s Inclusive Recreation Resource Center to become more inclusive. An action plan is in place for the Town and a behavioral support plan is under development.
  - Southport Town Hall has an elevator, braille signs on doors, access to wheelchairs, accessible parking, and benches.
Community center and parks:
- All 4 parks have accessible playgrounds and parking.
- The pedestrian bridge at Chapel Park now has an accessible trail going to and from the bridge.
- Two parks have ½ mile paved trails that are wheelchair accessible and often used by people with wheelchairs.
- The trails also have several benches placed at comfortable intervals.
- Chapel Park has three new pickleball courts that are fenced in with two accessible gates.

Completion of Chemung County’s Harris Hill “Boundless Playground”, the first full ADA accessible design in all of Chemung County, allows an inclusive play environment for children of all abilities, with an extensive ramping system allowing people with mobility devices to have full access to the playground. Support came from the Community Foundation of Elmira-Corning, the Anderson Foundation and GameTime Playground Equipment.

Conclusion: A wide variety of initiatives have been developed and implemented, and additional plans are under development, promoting greater accessibility of our local resources for all ages and abilities.

Outdoor Spaces and Buildings Action Plan #4: Build capacity, programming and utilization of community and senior centers, including the use of schools and other public buildings for community activities.
Who: AARP Chapter 276, Health Priorities Partnership, Meals on Wheels and More, Senior Center Consortium, YWCA
Facilitator: Chemung County Department of Aging and Long Term Care
**When:** by 2017

**Performance Indicators and Progress Highlights:**

Many community/senior centers have been created and maintained, with a variety of programs and activities offered to many members and participants, including:

- The Big Flats Community Center is a handicapped-accessible, multi-use facility for all ages with new programs added daily. A sampling of programs for older adults and intergenerational participants follows:
  - Monthly Senior Dinners: 1st Wednesday of the month (March – December) Teens set up, serve and clean up senior pot-luck dinners every month. 2016 Volume: 115 teen and senior participants
  - Flexibility Exercise for Seniors: Mon-Wed-Fri, 10:30-11:30AM.
  - Senior Nutrition Site: Mon-Wed-Thu, sponsored by the Chemung County Department of Aging, the program provides lunch three times per week for participating seniors.
  - Computer Class for Seniors: Held at the Big Flats Elementary School, this program utilizes 4th grade volunteers to help introduce seniors to computer basics and skills.
  - Games for Seniors: Bridge, Mon & Tues 12:30 – 4PM; Euchre, Wed 12:30 – 4PM; Mahjong, Thu 1-3PM; Pinochle, Fri 12:30 – 4PM;
  - Teen and Senior Special Events include:
    - Intergenerational Senior Night Out: Big Flats teens sponsor an intergenerational dance for older adults. The Senior Night Out is held at the Community Center on the first Saturday in November. Volume: 35 teens, 68 seniors
    - Euchre Tournament: Scheduled once or twice per year during school breaks, this event brings teens and seniors together. Volume: 25 teens and seniors
    - Senior Citizens and Teens: Teens and seniors get together at the Big Flats Community Center for a light dinner and a bus to the Clemens Center to see a show. Volume: 30 teens and seniors
  - Senior Bus Trips open to older adults throughout the region: Regular day- and overnight trips to major attractions and events. Some 130 persons are on the communications list for each trip, and participation rates are always high.
    - [https://www.bigflatsny.gov/community-center](https://www.bigflatsny.gov/community-center)

- The Chemung County Family Fitness Center provides a growing variety of programs and activities to promote a healthy lifestyle for all ages. [https://www.facebook.com/CCFFC44/](https://www.facebook.com/CCFFC44/)

- The Chemung County Library District offers 5 libraries with an expanding number of programs and activities, including technology training, book clubs, writing clubs, knit and crochet clubs, arts and crafts programs, social groups, games groups, movie nights, Tai Chi, gentle chair yoga; as well as a bookmobile with wheelchair accessible state-of-the-art equipment and technology and a variety of services including materials, story times and community events for those who cannot use their public library in a traditional way. [http://ccld.lib.ny.us/](http://ccld.lib.ny.us/)

- The Chemung Valley Senior Center provides weekly ballroom dancing.
• Community Arts of Elmira offers an expanding array of education classes, workshops, events and programs to encourage creativity for all ages, including story telling, artist readings and performances, exhibitions, community discussions on revitalizing Elmira through the arts, and the new Art Reflects classes for individuals with the diagnosis of Alzheimer's Disease and other dementias and their care partners. [http://communityartsofelmira.com/](http://communityartsofelmira.com/)

• The North County Senior Center moved to Appleridge Senior Living to expand programs, activities and membership, including line dancing, ping pong, Tai Chi, aerobics and games.

• The new Town of Elmira Community Center provides bridge groups and lessons, Bone Builders, and informational workshops on health issues, keeping our elderly safe and strong, and financial planning.

• The Town of Southport Senior Center has many activities, including an art club, chair caning, exercise, coin club, cards, Bone Builders, painting, pickleball and shuffleboard. [http://www.townofsouthport.com/parksrecreation.php](http://www.townofsouthport.com/parksrecreation.php)

• The Van Etten Village Center provides Bone Builders, Red Cross blood drives, and is open to village residents for meetings and programs of interest to a wide audience.

• The new Transformation Center in the City of Elmira is developing a growing number of programs and services for all ages. [http://transformationcenterelmira.com/home.htm](http://transformationcenterelmira.com/home.htm)

• Many houses of worship offer community programs and activities, and several have expanded their offerings, including Faith Temple, First Presbyterian Church, Frontline Ministries, New Beginnings United Methodist Church, St. Matthew’s Episcopal Church, The Journey Center and Park Church, to include activities such as concerts, movie nights, health fairs, healthful cooking classes, community dinners, and seminars on a variety of topics.

• Meals on Wheels of Chemung County purchased and is renovating a new building to accommodate expansion plans, including the provision of additional programs and activities. [https://www.mealsonwheelschemung.org/](https://www.mealsonwheelschemung.org/)
• The Horseheads School District Superintendent has expressed interest in developing a community center in a former elementary school in 3-5 years.

**Conclusion:** Many initiatives have been maintained, planned and developed, providing a wide variety of activities and opportunities to enhance residents’ quality of life.

**Outdoor Spaces and Buildings Action Plan #5:** Develop strategies to supplement and work with municipal law enforcement to maintain and improve safety of parks and neighborhoods.

**Who:** AARP Chapter 276, Alzheimer’s Association, The Arc of Chemung, Department of Aging and Long Term Care, municipal law enforcement

**Facilitator:** Age-Friendly Community Coalition

**When:** by 2017

**Performance Indicators and Progress Highlights:**
Many initiatives have been developed and maintained to maintain or reduce crime rates, including:

• The City of Elmira stepped up law enforcement, with help from the Sheriff’s Department, to combat recent crime.

• The County Department of Aging, Emergency Management Office and local first responders collaborated to develop the Adult At Risk program to identify at-risk adults in the community and target information and assistance to them.

• A Chemung County Enhanced Multidisciplinary Task Force has been formed and meets monthly to address financial exploitation of older adults with members of the Chemung County Department of Aging, Adult Protective Services, local law enforcement, District Attorney’s office and financial institutions, through support from Lifespan of Greater Rochester.

• Several Neighborhood Watch initiatives are being developed in Chemung County, including Sullivanville, Horseheads and Elmira.

• The Town of Big Flats and Friends of the Chemung River continue to provide security upgrades at key locations on trails and recreational facilities along the Chemung River to enhance safety. Friends of the Chemung River plans to install a concrete boat ramp at Fitch’s Bridge Boat Launch in 2018, making it easier for people, especially the elderly and those with physical limitations, to safely and easily use the ramp to access the river for paddling and fishing. The Town also installed a digital security camera system at Community Park Extension, one of its five anchor parks, covering the pavilion, bathroom ingress/egress and interiors, fields, parking lot and other key areas for added safety.

• The Chemung County Sheriff’s Office held a series of neighborhood crime and safety meetings throughout Chemung County, including Big Flats, Southport, and Horseheads.

• The Elmira-Corning branch of the NAACP and several local churches held a “Unity in the Community” roundtable event for the public to discuss community safety with representatives from local schools, police departments and city leaders. This is part of a series to keep communication open among all community groups and involve the community in plans towards change.
A community forum was held at Steele Memorial Library to bring together city and community leaders and the public for an open discussion on recent drug-related activity.

A public forum was held at Westside United Methodist Church in Elmira to discuss public safety concerns and solutions with City of Elmira police chief and local council member.

The County Department of Aging participates in Elmira Police Dept. training to provide information about services, needs, and collaborations.

The Arc of Chemung reviewed a curriculum developed by the police academy regarding interacting with people with disabilities in the community, and developed a community safety curriculum in conjunction with local law enforcement that is presented through the Arc’s Family Member Training program.

The Arc of Chemung installed security cameras on their building that pan Quatrano Park.

The Chemung County Night Out event promoted police-community partnerships and neighborhood camaraderie.

Chemung County launched Operation H.O.P.E. (Heroin and Opioid Prevention Effort), a partnership with the Sheriff and Mental Hygiene Departments, Trinity of Chemung County, and Family Services of Chemung County, to educate the public about the dangers of opioid use and how to address it, and to help jail inmates who abuse opioids during and after incarceration.

Mothers Helping Mothers held an anti-violence march and rally to empower residents to fight against gun violence and promote the city’s neighborhood watch program. [https://www.facebook.com/mhmofelmira/](https://www.facebook.com/mhmofelmira/)

The County Sheriff’s Office hosted and manned an information display about services provided, located at the Arnot Mall, for Sheriff’s Week.

Medication drop boxes were installed at the Elmira Police Department, West Elmira Police Department, Horseheads Police Department and Guthri Corning Hospital.

Chemung County District Attorney Weeden Wetmore received the 2017 Prosecutor of the Year Award from the NY Prosecutors Training Institute for demonstration of dynamic trial skills, leadership and selfless dedication to criminal prosecution.

Senior Notebook TV show interviewed Sheriff Chris Moss on Consumer Tips for Avoiding Fraud.

Department of Aging and Long Term Care worked with Senator Gillibrand’s Office on an elder financial abuse event held at the Economic Opportunity Program in Elmira that was covered by local media.

Department of Aging and Long Term Care held a public forum on scam, fraud and ID theft prevention.

First Presbyterian Church held a community forum on bullying awareness that included the topic of elder abuse. The event was covered by the Star-Gazette, Senior Notebook TV show, WETM and WENY. Four hundred individuals in the church data base received information on how to recognize and report adult...
abuse. Five hundred people received information on how to protect themselves from scams, identity theft and fraud.

Chemung County had a 17% decrease in major crimes (murder, rape, robbery, aggravated assault, burglary, larceny and motor vehicles theft) between 2011 and 2015 (NYS Division of Criminal Justice Services report, as reported in 5/17/16 Star-Gazette).

**Conclusion:** A wide variety of initiatives have been developed and efforts should continue to ensure residents feel safe in their homes and communities.

**Outdoor Spaces and Buildings Action Plan #6:** Build **public awareness** of available resources and benefits of utilization through a wide variety of public and media venues and events.

**Who:** 2-1-1 Helpline, AARP Chapter 276, Creating Healthy Places partners, community/senior centers, municipalities, Senior Notebook TV program and other media partners

**Facilitator:** Age-Friendly Community Coalition

**When:** by 2017

**Performance Indicators and Progress Highlights:**

Many public and media initiatives have occurred, including:

- Senior Notebook TV show developed and regularly airs the “Aging Well” and “Health and Wellness for Today’s Senior” series. [https://www.facebook.com/WenySeniorNotebook](https://www.facebook.com/WenySeniorNotebook)
- Senior Notebook TV show has aired ongoing interviews with local community-based organizations regarding local resources.
- Twin Tiers Weekly aired annual TV interviews with Department of Aging and Long Term Care.
- The Star-Gazette newspaper includes a weekly “Time Out” supplement with related articles and event calendars.
- The Star-Gazette newspaper published many related articles, including Town of Southport’s new pickleball courts, “Paddling in the Same Direction”, “Chemung River Use and Safety are Up”, “Garden Gets Spring Boost”, “Chemung River Friends Plans Saturday Trail Hikes”, “Seeley Creek Trail Eyed for Development”, “Hike on the Lackawanna” and “Tips for Exercising Despite the Cold”.
- Website and Facebook pages of Age-Friendly Chemung County and many partners include a wide variety of relevant postings. [https://agefriendlychemungcounty.wordpress.com/](https://agefriendlychemungcounty.wordpress.com/) [https://www.facebook.com/agefriendlychemung](https://www.facebook.com/agefriendlychemung)
- Chemung River Friends taught environmental and river related programs to public schools, colleges and organizations; provided Nature Strollers walks to parents, grandparents and children with Horseheads Family Resource Center
and Chemung Valley Audubon Society; and partnered with NYS DEC to hold a public education program at Grove St. Boat Launch.

- Cornell Cooperative Extension conducted community gardens presentations.
- Creating Healthy Places and Poverty Reduction Coalition developed a community garden map and Community Garden Kick-off event at Quatrano Park.
- Over 300 people participate in the annual Gold Shoe Step It Up walking program that is sponsored by a coalition of local partners, and promotes and utilizes many parks and trails.
- The Chemung County Health Priorities Partnership meets bimonthly to identify, address and promote health priorities.

**Conclusion:** A wide variety of promotional opportunities have been developed to increase utilization of resources available to improve residents’ health and quality of life.
TRANSPORTATION

Definition: Access to public and private transportation options, safe streets and roads, bike routes, sidewalks and walking paths

Transportation Action Plan #1: Advocate for implementation of Complete Streets ordinances and projects to enable safe access for all users including pedestrians, bicyclists, motorists and transit riders of all ages and abilities.

Who: AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Creating Healthy Places partners, Elmira-Chemung Transportation Council, Health Priorities Partnership, Southern Tier Bicycle League, municipalities

Facilitator: Elmira-Chemung Transportation Council

When: By 2017

Performance Indicators and Progress Highlights:
Many advocacy initiatives and complete streets ordinances and projects have been implemented, including:

- The New York State Department of Health "Creating Healthy Schools and Communities Initiative" is a coordinated, multi-sector initiative designed to increase demand for and access to healthy, affordable foods and opportunities for daily physical activity in high-need school districts and their associated communities. In 2015, the Student Support Services Center – Genesee Valley Educational Partnership was awarded the Southern Tier Creating Healthy Schools and Communities Grant with Arnot Health as a sub-contractor for the Communities portion of the grant. The grant contract is $250,000 annually for a five-year period from October 1, 2015 to September 30, 2020. Arnot Health is providing education for community members and leaders on the benefits of adopting and implementing Complete Street policies, plans, and practices during the five year grant period.

- The Town of Southport adopted a Complete Streets policy.

- The Chemung County and City of Elmira Department of Public Works is reviewing the manageability of a Complete Streets Policy and has implemented features such as count-down timers, sharrows, raised crosswalks, leading pedestrian intervals at signals, bike detection loops and other methods to more fully incorporate all modes of travel.

- Sponsored by the Federal Highway Administration, the County of Chemung was selected as one of three counties nationwide for a pilot project to develop a Local Road Safety Plan, with goals that include reducing the number of pedestrian and bicycle fatalities and reducing overall fatalities. Work is currently underway to develop and adopt the Local Road Safety Plan, which will consider the safety of all modes of transportation, including bicycles and pedestrians.

- The Town of Elmira has expressed interest in adopting a Complete Streets policy.

- The North Main Street Cultural Connector project plan includes roundabouts and other aspects of a complete streets approach, and curbing and streetscape improvements.
• A North South Bicycle-Friendly Corridor Study was completed.
• The City of Elmira Master Plan includes plans for a walkable, bike friendly, revitalized downtown.
• Projects that have enabled safer access for all users including pedestrians, bicyclists, motorists and transit riders of all ages and abilities, include:
  - City of Elmira – East Church Street Project: Purpose of the project is to improve infrastructure condition and safety for all users. Project Highlights:
    ▪ New asphalt riding surface, milling and resurfacing the pavement.
    ▪ Replaced existing curbing.
    ▪ Defined parking by establishing eight foot parking lanes in pockets where feasible.
    ▪ Shorten pedestrian crossings using curb extensions.
    ▪ Extended existing lighting ornamental lighting system from Lake Street to Madison Avenue. This improved the streetscape and illumination.
    ▪ Upgraded existing signs and reduced sign clutter.
    ▪ Installed a landscape buffer between Chemung County Parking Lot and East Church Street.
    ▪ Replaced all sidewalks on both sides of the street, most of which needed replacement to accommodate pedestrians.
  - City of Elmira – North Main Street Project: This project was funded in 2005 with Federal Transportation Funds. The 1.5 million dollar project focused on reducing congestion along the North Main Street corridor, from West Second Street to Washington Avenue (west). Improvements include traffic calming measures, off-street parking, and a complete roadway reconstruction. Construction on Phase 1 was completed in 2011. Additional Phases 2 and 3 are in the planning stages. They will include a modern roundabout at the intersection of North Main Street, West Third Street, and Park Place. The roundabout will help to channelize traffic, while making pedestrian travel through the area safer and more convenient.
  - City of Elmira - Safe Routes to School Projects:
    ▪ East Church Street - Center Island Medians (Beecher Elementary) where pedestrians can stop before they finish crossing a road, if traffic requires it.
    ▪ Mt. Zoar Street – Raised Pedestrian Crosswalk (Parley Coburn Elementary). Raised pedestrian crosswalks serve as a traffic calming measure by extending the sidewalk across the road and bringing motor vehicles to the pedestrian level. Raised crosswalks also improve accessibility by allowing a pedestrian to cross at a nearby constant grade without the need for a curb ramp and makes the pedestrian more visible to approaching motorists.
  - Creating Healthy Places to Live, Work and Play funded projects in the City of Elmira:
    ▪ Intersection of Judson Street and Harriet Street (Blandford Park) – two painted crosswalks
- Davis Street and Center Street (Pulaski Park) – two surface tactiles installed for ADA ramp compliance
- Intersection of College Avenue and Center Street – two painted crosswalks
- Intersection of Walnut Street, Grove Street and 5th Street (Grove Park) – three crosswalks and three tactiles for ADA ramps
- Intersection of Lake and Norton Street – one painted crosswalk
- Suggested 25 mile per hour zone signs
- Universal playground signs to reduce speed by notifying motorists that a park is nearby.

**Conclusion:** A variety of Complete Streets initiatives have been developed and efforts should be continued to increase community walkability, bikability, accessibility and safety.

**Transportation Action Plan #2:** Promote and develop programs to help older adults drive as safely as possible for as long as possible, as well as programs to help older adults and their caregivers determine when it is no longer safe to drive.

**Who:** AARP Chapter 276 and online Smart Driver Courses, Community Dispute Resolution Center, Department of Aging and Long Term Care, Sheriff Department’s Yellow Dot Program

**Facilitator:** Age-Friendly Community Coalition

**When:** by 2017

**Performance Indicators and Progress Highlights:** Several programs were established, maintained or expanded, including AARP We Need to Talk, ongoing AARP Smart Driver courses, Community Dispute Resolution Center and Department of Aging and Long Term Care resources, and the Sheriff Department’s Yellow Dot Program that provides first responders with vital information about drivers unable to communicate after a crash. Most programs do not track numbers served. Assistance to help older adults and their caregivers cope with the transition to stop driving has had greatest success by providing one-on-one information and assistance, rather than one-time classes, which had poor attendance.
Conclusion: Focus future programming efforts according to the programs and services that appeal most to our community, such as AARP Smart Driver courses, Yellow Dot, and Department of Aging one-on-one information and assistance. Explore better tracking mechanisms to measure success.

Transportation Action Plan #3: Increase capacity of safe, accessible and cost-effective transportation options for those who do not drive including pedestrian and bicycle routes; secure bicycle racks; private cab services; and volunteer-based, ride share, public, Medicaid, and Department of Aging and Long Term Care transportation programs.

Who: AARP Chapter 276, Able2, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, C TRAN Riders Advisory Council, The Arc of Chemung, Chemung Volunteer Action Corps, Coordinated Transportation Committee, Department of Aging and Long Term Care, Disabled American Veterans, Elmira-Chemung Transportation Council, NYS Department of Health and Local Department of Social Services Medicaid programs, Pathways, private cab services, Southern Tier Bicycle League, municipalities

Facilitator: Elmira-Chemung Transportation Council

When: by 2017

Performance Indicators and Progress Highlights:
Many pedestrian and bicycle routes and trails were established and improved, including

- City of Elmira:
  - Eldridge Park offers a variety of recreational facilities, including a 1.4 mile trail for walking, jogging, rollerblading, cross-country skiing and bicycling.
  - Elmira Promenade (beneath the Norfolk Southern Railroad viaduct) is a pedestrian-friendly public walking space.
  - Lackawanna Rail Trail offers a 2.5 mile multi-use trial (walk, hike, run, bike, inline skating and cross-country skiing) on the Eastside of Elmira between Eldridge Park and East Water Street. The Lackawanna Rail Trail (river view section) expands the existing trial an additional 5.5 miles that runs south from East Water Street in the City of Elmira to the Lowman Crossover (CR08) in the Town of Ashland, and complements the 2.5-mile section currently operating from East Water Street north to Eldridge Park. The trail is open year-round, providing access opportunities for cyclists, walkers, anglers, and other outdoor activities. [http://www.cityofelmira.net/public-works/lackawanna](http://www.cityofelmira.net/public-works/lackawanna)
  - In 2017, the City of Elmira was awarded 3.1 million dollars from the NYSDOT Transportation Alternatives Program to rehabilitate the closed Lake Street bridge, with plans to convert it to a pedestrian/cyclist facility. An additional $750,000 from the City of Elmira, Downtown Revitalization Initiative (DRI) will also support the project. The project will link Mark Twain Riverfront Park and Brand Park and serve as a pedestrian connector between Elmira’s north and south side, including a pedestrian connection between the Lackawanna Rail Trail and the Elmira Promenade, and will provide an additional connection from Pennsylvania Avenue on the south side to NYS Bike Route 17 at East Water Street. This unique public space will provide scenic views of the Chemung River
and create a focal point and gateway as part of Elmira’s Downtown Revitalization. A Stakeholder Committee is being formed to provide input to the City’s design team.

- The newly created Bicycle-Friendly Corridor (BFC) begins at the intersection of Church Street and Davis Street in the City of Elmira. The corridor currently extends to the Village of Elmira Heights along Davis Street. Future plans are to extend the corridor to the Arnot Mall in Big Flats. The BFC is marked with road sharrows, used to indicate a shared lane environment for bicycles and automobiles.
  - The City of Elmira has a new marked bicycle lane on West Water Street.

- **Town of Big Flats**
  - Big Flats Rails to Trails walking path at Maple Street and Hibbard Road, to connect Sperr Park to Big Flats Town Hall and Community Center.
  - Improvements were made at Big Flats Sperr Park located at Lowe Road and Kahler Road.

- **New York State**
  - The Catharine Valley Trail has a new trailhead and parking lot. NYS Parks provided the materials and Chemung County Soil and Water Conservation District provided the equipment and labor to accomplish the project. The facility is located adjacent to Huck Finn Road off NYS Route 14 in the Town of Veteran.
  - Many secure bike racks were maintained, including bike racks at Arnot Hospital, Beecher Elementary, Broadway Academy, Centertown Plaza, Chemung County Human Resources Center, Edward Flannery Senior Housing, Eldridge Park (parking lot), Elmira Promenade, Elmira Transportation Center, Grove Park, Hendy Elementary, Lackawanna Rail Trail (completed in 2017), Parley Coburn Elementary School, Riverside Elementary, St. Joseph’s Hospital, Wegmans and Wisner Park.

The number and availability of private cab services was expanded from one service (Total Transportation, formerly Totem Taxi) to a second service (BJ’s Taxi). Total Transportation expanded their fleet of cabs and accessible vans.

Transportation programs established and maintained include:
- Access Chemung was developed to provide accessible transportation for older adults and people with disabilities.
- Falck Cancer Center provides transportation to patients of the Center for treatment, preventive and follow up care.
- Empire Medical Transport provides wheelchair and ambulatory transportation to and from Medical appointments. Door through door service is available, primarily for Medicaid clients.
- Erway Ambulance provides medical transportation and ambulance services.
- Seniors Helping Seniors is a private program pairing seniors with other seniors who need a particular service, including transportation.
- DAV van provides Veterans with transportation to the VA clinic or Bath VA Medical Center with connection to other VA facilities.
- Public Transit, known as C TRAN and operated by First transit.
• Southern Tier Rideshare is a user-driven carpool technology available to anyone who lives or works in Chemung or Steuben County
• Church vans: use determined by organization
• Arc of Chemung received a grant used to hire a mobility manager in December 2015 to help link community members to transportation options that meet their needs
• Electronic Fare Collection: The County is working on a new electronic fare collection system that will allow riders to pay by credit and debit cards. Once the new fare collection system is installed, it will allow flexibility for fare payment options such as daily, weekly, ten trip, and 30-day passes. The County expects to purchase a ticket vending machine for use at the Transit Center. The machine will take both cash and credit/debit card payment.
• The Arc of Chemung established, and plans to continue, a volunteer driver program, but is in need of additional volunteer drivers.
• Uber and Lyft now serve Chemung County.

We have 6 accessible transportation services, including 1 charter service.
• Expansion of accessible taxi has been identified as a community need.
• A Local taxi company has expanded their fleet of accessible taxis.
• C TRAN purchased 3 ARBOC Spirit of Mobility buses that have a low floor with a kneeling feature and an accessible ramp, which provide excellent accessibility for people with disabilities.

We have 12 transit routes with a variety of destinations and geographic areas served, including:
• The City of Elmira, Horseheads, Big Flats, South Elmira, The Mall and Shopping district, Corning, Owego, Waverly, Sayre (Robert Packer), Owego, Nichols.
• Most routes are available Monday – Friday on an hourly basis from approximately 6:30AM – 7:30PM. Some Saturday Service and limited Sunday Service to the primary shopping areas. Commuter Routes run times are less frequent.

Related services include:
• The public transportation travel trainers program continues to serve individuals who request assistance navigating the C TRAN bus system.
• Kingsbury’s Cyclery offers group bike rides, including a group with shorter courses, an easier pace, and several stops and regroupings. Riders receive safety education.
• Several bike helmet and bicycle giveaways have been conducted and targeted toward residents with limited incomes in need of another transportation option

Conclusion: A wide variety of initiatives have been developed, maintained and expanded to provide a greater range of options and increased utilization of alternative transportation.

Transportation Action Plan #4: Increase transportation options that promote health and wellness, including pedestrian and bicycle routes and trails, bike-share programs and safe sidewalks.
Who: AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Creating Healthy Places partners, Elmira-Chemung
Transportation Council, Friends of the Chemung River Watershed, Health Priorities Partnership, Lackawanna Rail Trail Committee, Southern Tier Bicycle League and municipalities

**Facilitator:** Elmira-Chemung Transportation Council  
**When:** by 2017

**Performance Indicators and Progress Highlights:**
Many pedestrian and bicycle routes were established and maintained (see Plan #4).

Bike share programs that were initiated and maintained include:
- Town of Big Flats: Maple Street and Hibbard Road (rails to trails parking lot area)
- City of Elmira: Southside Alliance Church, 530 Pennsylvania Avenue, Elmira, New York.
- City of Elmira: Seventh Day Adventist Church, 813 Maple Avenue, Elmira, New York.

All C TRAN (the regional public transportation provider) buses are now wheelchair accessible and have bicycle racks.

![](https://via.placeholder.com/150)

**All C TRAN busses are wheelchair accessible**  
Photos provided by C TRAN

Trails and parks on C TRAN routes include:
- Town of Big Flats
  - Rails to Trails @ Maple Street and Hibbard Road
- City of Elmira
  - Lackawanna Rail Trail @ Water Street, Woodlawn Avenue and Thurston Street
  - Brick Pond Park @ Sullivan Street
  - Brand Park @ Maple Avenue
  - Clemens Square @ North Main Street, Gray Street and Water Street
  - East Water Street Park @ East Water Street
  - Eldridge Park @ Woodlawn Avenue and Grand Central Avenue
  - Ernie Davis Park @ 5th Street
  - Hathorn Park @ Woodlawn Avenue and Davis Street
  - McKinnon Park @ Sullivan Street and Thurston Street
Mark Twain Riverfront Park @ Water Street
Patch Park @ Washington Avenue
Pulaski Park @ Davis Street and Center Street
Wisner Park @ Main Street, Church Street and Gray Street

Sidewalk and lighting improvement projects include:

- **Town of Big Flats**
  - The Town constructed a handicapped accessible ADA compliant concrete walkway at the Big Flats Community Park baseball field.
  - Plans are also being made to construct a handicapped accessible ADA compliant walkway at the trailhead of the Big Flats Trail located near the intersection of Hibbard Road and Winters Road.

- **City of Elmira**
  - Church Street project replaced sidewalks from Madison Avenue to the Clemens Center Parkway to accommodate pedestrians.
  - W. Water St. project included new sidewalk and creation of a new bicycle lane that can eventually connect to other existing bike paths, including the Lackawanna Rail Trail
  - Creating Healthy Places purchased eight new lights that were installed in the Mark Twain Riverfront Park.
  - Creating Healthy Places purchased two solar lights for the Lackawanna Rail Trail that were installed near Washington Avenue.

- **The Town of Chemung** completed a new sidewalk construction program in 2017 for pedestrian safety in the hamlet area of the town. The project provided new sidewalks on Main Street, North Main Street to the former Chemung Elementary School, Washington Street, Hamilton Street and Christopher Road.

Related projects include:

- Further development of the Lackawanna Rail Trail
- North South Bicycle-Friendly Corridor Study
- The City of Elmira master plan includes plans for a walkable, bike friendly, revitalized downtown
- Chemung River Friends and Ultimate Fit Chick sponsored the “Hike It Healthy” program, featuring seven Saturday hikes along Chemung County trails.

**Conclusion:** A wide variety of initiatives have been developed and efforts should be continued to increase residents’ physical health and quality of life.

**Transportation Action Plan #5:** Build **public awareness** of available transportation resources and help people access the resources that best meet their needs.

**Who:** 2-1-1 Helpline, AARP Chapter 276, Bicycle Advisory Committee Pedestrian Advisory Committee (BACPAC), C TRAN, Chemung Volunteer Action Corps, Coordinated Transportation Committee, Creating Healthy Places partners, Department of Aging and Long Term Care, Elmira-Chemung Transportation Council, Friends of the Chemung River Watershed, Health Priorities Partnership, Southern Tier Bicycle League, municipalities, Senior Notebook TV program and other media partners

**Facilitator:** Age-Friendly Community Coalition

**When:** by 2017

**Performance Indicators and Progress Highlights:**
 Initiatives established and maintained include:

- Chemung Volunteer Action Corp’s “Getting There” transportation education program developed a short “how-to” video series, including how to buy a bicycle that’s the right fit for your needs, how to attach and remove a bicycle from a rack on a C TRAN bus, and how to access a C TRAN bus by wheelchair, all available on the Cornell Cooperative Extension of Chemung County website: [http://chemung.cce.cornell.edu/community/getting-there](http://chemung.cce.cornell.edu/community/getting-there)

- The Arc of Chemung received a grant to hire a mobility manager to help link community members to transportation options that meet their needs and an additional grant to continue the mobility management program.

- The County Department of Aging developed a Transportation Options resource that is available on their website and distributed at presentations and outreach events, and to providers and clients as needed: [http://chemung.cce.cornell.edu/community/getting-there](http://chemung.cce.cornell.edu/community/getting-there)

- The Chemung County Transportation Guide was updated with C TRAN bus routes and instructions for how to ride a C TRAN bus, transportation options, Chemung County road map, walking and biking trails and routes, points of interest and transportation contact information.

**Conclusion:** A wide variety of initiatives have been developed and efforts should be continued to ensure residents are connected to the services they need.

A collaboration between Friends of the Chemung River Watershed and Age-Friendly Business Kingsbury’s Cyclery offers guided bicycle rides, with lectures on local railroad and trail history, for all ages on the Lackawanna Rail Trail

*Photo provided by Elmira-Chemung Transportation Council*
HOUSING

Definition: Access to a wide range of safe and affordable housing and home modification options that support aging in community; housing that is accessible to transportation and community and health services

Housing Action Plan #1: Support and advocate for the ability to age in the community through a variety of housing options, including independent and assisted living communities; affordable homes for purchase and rent; and multi-generational, mixed-use neighborhoods where people can walk, bike, live, shop, work, learn, worship and play.

Who: Planning and zoning departments and boards, developers, senior housing and senior living communities, municipalities

Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators and Progress Highlights:
A variety of independent and assisted living communities are under development, including:

- Bethany Village received approval, and is now accepting residents, for their Assisted Living Program to serve 60 Medicaid eligible residents at the adult home level. [http://www.bethany-village.org/](http://www.bethany-village.org/)

- Construction for CDS Housing’s new affordable housing development in Elmira for income-qualifying individuals age 55+ (40 one-bedroom apartments) and people with intellectual and developmental disabilities of all ages (10 one-bedroom apartments) is expected to finish in the fall of 2018, and applications will be accepted beginning in spring of 2018. Preference will be given to veterans and those on waiting lists for public housing. Amenities will include a computer lab, fitness center and community room. AIM will have staff on site to provide supports and services. [http://www.cdshousing.org/future-locations](http://www.cdshousing.org/future-locations)

![Construction for CDS Housing’s new affordable housing development for individuals age 55+ and people with disabilities is expected to finish fall of 2018](Photo provided by Ron Rehner)
Construction began 12/1/17 for the Housing Visions Chemung Crossing project to restore and rebuild around the Southside Henry and Harmon St. area, to include affordable housing for all ages. This $15 million mixed-use revitalization project will transform 10 vacant and abandoned properties into six new construction multi-family homes and two complete historic rehabilitations. A total of 45 quality rental housing units will be developed and 1,823 sq. ft. of commercial space to cater to local professionals and residents. The units will feature EnergySTAR appliances, historic character and unique architectural details, LEED design and construction and HVAC systems in each unit. The construction of Chemung Crossing includes $9.3 million in Low Income Housing Tax Credits from NYS Homes and Community Renewal, $1.6 million from Housing Trust Fund Corp., $1.4 million from HOME funds, $660,000 from the Community Investment Fund, $1.3 million in federal and historic tax credit equity, $290,000 from Elmira HOME funds, $50,000 from the NY Main Street program, $20,000 from Elmira’s Community Development Block Grant and $451,000 in developer equity. Housing Visions is partnering with the Arc of Chemung, and has agreed to set aside seven apartments for people with disabilities and to accommodate accessibility and adaptive equipment needs for people with disabilities. The Elmira Crossing Development is in line with Elmira’s Downtown Revitalization Initiative and the city’s Three – Five Year Strategic Plan, both of which call for mixed-use, multi-story buildings with upper floor housing and ground floors with retail and services. [http://housingvisions.org/housing-visions-announces-award-for-three-affordable-housing-projects-in-upstate-new-york/](http://housingvisions.org/housing-visions-announces-award-for-three-affordable-housing-projects-in-upstate-new-york/)

Other initiatives include:

- Chemung County Planning Department and Town of Big Flats cosponsored a 2015 Training for Local Boards and Municipal Officials on Aging in Place, Form-Based Zoning and Downtown Revitalization.
- In July of 2016 the City of Elmira was chosen to receive $10 million to revitalize downtown and support goals that include creating a thriving environment that is a
framework and stimulus for diverse populations, with residents and workers supported by complementary housing and employment opportunities. In July 2017 NYS approved the above funding for:

- A $4 million contribution toward a new multi-use building on West Water Street that will fill the lot previously occupied by the Marvin’s, Harold’s, Rosenbaum’s and Damomics buildings. Another $2.3 million will come from Empire State Development through the Restore NY Communities Initiative. Park Grove Realty LLC plans a four-story, $14.5 million project that would add 16,700 square feet of first floor commercial space and about 50 market-rate apartments. Construction is expected to begin early 2018 and take about one year to complete. The anchor first floor tenant will be LaBella Associates, a Rochester-based engineering, architectural and planning firm that plans to fill the space with 30 employees. A brew pub is also planned.

![A concept rendering of the four-story mixed-use building planned for an empty site on West Water Street in Elmira](image)

- Grant funding to assist with renovating downtown buildings for both commercial and residential use. Several properties are identified in the final plan, including buildings on Main, Water, Lake and Baldwin streets. The funds would leverage private investment from property owners.
- Renovations to Clemens Square to connect downtown assets and hold year-round programs and events, including lighting, landscaping, outdoor furnishings and public art.
- Improvements to the Centertown Parking Garage, including new lighting, structural and elevator repairs, and addition of windows to the stair towers, to increase use of the 735-car facility.
- Gap funding to convert the Lake Street Bridge, closed to vehicle traffic in 2011, into a pedestrian pathway and park. The City of Elmira received a $3.1 million grant from the state Department of Transportation to cover the bulk of the project’s costs.
- Establishment of a revolving loan fund to assist small-business owners with renovation of existing retail and commercial storefronts.
- Installation of an elevated riverfront boardwalk in Mark Twain Riverfront Park, cantilevered over the flood wall to provide a view of the Chemung River.
- Reconfiguration and addition of parking spaces on West Water Street.
o Creation of a form-based overlay zoning for the central business district that would provide clear guidelines for appearance and use, encourage walkability and higher-density development, and streamline the approval process.  
https://www.ny.gov/downtown-revitalization-initiative/southern-tier-elmira

The 2018 county budget has no tax rate increase for the 12th straight year.

**Conclusion:** A wide variety of initiatives are planned or underway to expand housing options and increase the availability of affordable and accessible units in mixed-use neighborhoods.

**Housing Action Plan #2:** Support and advocate for the ability to age in the community through more **flexible housing policies, universal design** and other similar initiatives, and assistance with **home modifications**.

**Who:** AARP Chapter 276, AIM Independent Living, Bishop Sheen Housing, Certified Aging in Place businesses, The Arc of Chemung, Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps, City of Elmira Community Development, Community Progress, building contractors, County Planning Department, GST BOCES, Home of Your Own OPWDD program, local governing boards, Near Westside Neighborhood Association, providers of home modification and accessibility products; USDA Rural Development

**Facilitator:** Chemung County Planning Department

**When:** by 2017

**Performance Indicators and Progress Highlights:**

Education and ordinance efforts related to flexible housing policies, universal design and similar initiatives include:

- The Chemung County Planning Department, in conjunction with the New York State Department of State Local Government Services, provided educational training for Local Municipal Officials, including the following topics:
  - “Aging in Place”, which provided land use planning and regulatory tools to help people in communities to age in place, including a variety of housing choices, accessory dwelling units, Golden Zones (retirement housing zoning), senior-friendly sidewalks and street designs.
  - “Form-Based Zoning”, which includes the principles of Smart Growth and New Urbanism is to establish mixed use, neighborhood structure and walkability as the new standard for development.
  - “Downtown Revitalization”, which covered recent changes to the NYS Uniform Fire Prevention and Building Code, making it easier to rehabilitate upper floors of buildings downtown for residential use.

- The City of Elmira http://www.cityofelmira.net/
  - The newly developed Comprehensive Plan supports healthy lifestyles, outdoor enjoyment, safety, and environmental sustainability. The Plan includes providing flexible regulations that encourage innovation in land use variety and design, open space preservation, historic sites and structures, and improved housing and residential environments. A new vision for land use regulation includes a vibrant urban place that is
pedestrian and bicycle friendly, with mixed-use development, and with Downtown Elmira as the civic heart of Chemung County, to include focused housing, retail, education, entertainment, sports, culture, government service and work places.

http://www.cityofelmira.net/newsroom/all/comprehensive-plan

- Planned Development Districts and Planned Unit Development are being implemented to provide flexibility in the regulation of land use development in order to encourage innovation in land use variety and design, in the layout and type of new structures and in their integration with existing structures; enhance efficiency in the use of land, natural resources, energy, community services and utilities; encourage open space preservation and protection of natural resources, historic sites and structures; facilitate the provision of housing and improved residential environments; and enhance the ability of municipalities to promote business and employment opportunities.

- The Town of Big Flats https://www.bigflatsny.gov/
  - Planned Unit Development is being implemented to provide flexibility in the regulation of land use development in order to encourage innovation and open space preservation; protection of natural resources, historic sites and structures; and the provision of housing and improved residential environments that allow a positive pedestrian environment and a mixture of uses, with the opportunity for people to work, meet and utilize services in the vicinity of their residences.
  - Residential Cluster Development is being implemented to encourage flexibility in land design and development in order to promote the most appropriate use of the land, facilitate adequate and economical provision of services, preserve areas suitable for agricultural use, protect and conserve open space and environmentally sensitive features, and preserve scenic qualities.
  - Floating Zoning Districts are being utilized to provide flexible land use and design requirements through the use of performance criteria so that small-to-large neighborhoods may be developed to incorporate a variety of residential density and building types.

- The Town of Elmira http://www.townofelmira.com/
  - Residential Cluster Development is being implemented to encourage flexibility in the design and development of land in order to promote the most appropriate use of land, facilitate adequate and economical provision of services, to preserve those areas in the Town that are suitable for farm and agricultural uses, to protect and conserve conservation/open space uses and environmentally sensitive features, and to preserve scenic qualities. To achieve this goal, housing subdivision is allowed only in cluster developments to maintain active farmland in production, preserve open space, and avoid the extension of public facilities into active farmland and environmentally sensitive areas.
  - Planned Multiple Residential Districts provide flexible land use and design regulations through the use of performance criteria so that small to large
neighborhoods may be developed to incorporate a variety of residential density and building types.
- Alternative Dwelling Unit Parks accommodate the appropriate and safe location of dwelling units that do not meet minimum area or overall exterior dimension requirements, as a form of rural affordable housing.
- The Town of Southport [http://townofsouthport.com/](http://townofsouthport.com/)
  - The Town of Southport’s recently developed Comprehensive Plan includes encouraging mixed-use development and housing for intergenerational residents; encouraging walkable, connected neighborhoods; and establishing an infrastructure and partnerships to allow older adults to age in place.
  - Residential Cluster Development is being utilized to enable and encourage flexibility in the design and development of land in order to promote the most appropriate use of land, to facilitate adequate and economical provision of services, to preserve those areas in the Town that are suitable for agricultural use, to protect and conserve open space use and environmentally sensitive features, and to preserve scenic qualities.
  - Planned Development District legislation has been adopted to provide a procedure for allowing flexible land use through creative planning and design and to encourage compact, pedestrian-oriented development and redevelopment, ensure adequate provision of community services, and preserve significant natural features and permanently protect open space resources. Planned Development Districts encourage a mix of uses on one site that is not attainable through traditional zoning.
  - Land use regulations allow self-sufficient Accessory Dwelling Units to help older adults age in place in proximity to family members while maintaining an independent lifestyle, or provide an independent and affordable space for young adult family members; as well as Alternative Dwelling Parks to protect the health, safety and welfare of trailer and mobile home park residents.

Programs and resources developed to assist with home modification include:
- Chemung County Habitat for Humanity developed a Home Repair Program that includes the building of ramps to improve accessibility.
- Accessible Housing provides evaluations, designs, project management and real estate services for accessible living environments, as well as construction under the business name of “Jones Solutions”. Construction includes modular ramps, sidewalks, ceiling lifts, bathroom remodels, and sale of unique accessibility equipment. An hourly rate is charged for consulting and market rate is charged for construction work. Staff certifications include Certified Aging in Place Specialist (CAPS), Licensed Occupational Therapist, Certified Environmental Access Consultant (CEAC), Assistive Technology Practitioner (ATP) and Senior Real Estate Specialist (SRES).
- Forward Thinking Home Solutions provides a Universal Design and Certified Aging-in-Place Specialist to help remodel existing homes and build new homes with universal design and aging-in-place in mind. Services include: Home
Assessments, Creative Design Solutions, Client-Contractor Liaison, Product and Funding Research.

**Conclusion:** A wide variety of initiatives are planned or underway to support aging in the community.

**Housing Action Plan #3: Rehabilitate homes and neighborhoods** in need.

**Who:** Bishop Sheen Housing, Catholic Charities, City of Elmira Community Development, The Arc of Chemung, Chemung Volunteer Action Corps, Community Progress, Cornell Cooperative Extension of Chemung County, Creating Healthy Places partners, EOP Weatherization Assistance Program, faith communities, Elmira Downtown Development, Habitat for Humanity of Chemung County, Historic Elmira, local beautification groups, municipalities, Near Westside Neighborhood Association, NYSERDA, USDA Rural Development, Youth Work Camps

**Facilitator:** Age-Friendly Community Coalition

**When:** by 2017

**Performance Indicators and Progress Highlights:**

Initiatives to rehabilitate and beautify homes and neighborhoods include:

- Near Westside Neighborhood Association rehabilitated 355 Davis St. Elmira for use as a storefront and 2 apartments.

- Habitat for Humanity rehabilitated and sold 5 homes, completed exterior repairs on 25 homes and completed emergency repairs on 6 homes.

- In 2016 the City of Elmira received a $149,295 grant to help remediate vacant and abandoned properties through the state Zombie Remediation and Prevention Initiative to address housing vacancy and blight. Officials plan to hire an additional code enforcement officer for 2 years; create a layer on the city global code information system map to identify zombie properties; provide outreach to homeowners in danger of foreclosure; and contract with the Center for
Community Progress for technical assistance related to the needs assessment of vacancy-related policies and systems.

- In 2016 Chemung County received approval from the NYS Empire Development Corporation to establish a land bank, an important tool in transforming Elmira’s downtown and surrounding neighborhoods by converting vacant properties into uses that support community revitalization and foster economic growth. The land bank will be formally known as the Chemung County Property Development Corporation (CCPDC) and is one of only 20 applications authorized in New York State. The focus of the land bank will be on tax-delinquent vacant, abandoned, and under-utilized housing and commercial properties in specifically targeted areas in and around the City of Elmira's downtown business district. Once controlled by CCPDC, properties will be evaluated for reuse and sold or conveyed through locally developed policies that reflect the communities' priorities. The effort will be led by Southern Tier Economic Growth and the City of Elmira, including Code Enforcement. In 2017, The CCPDC land bank applied for over $1 million for the Land Bank Community Revitalization Initiative grant to hire staff to oversee operations and assist in rehabilitating 12 properties and demolishing 8 more in 2017 and 2018, starting a process that will lead to a more sustained source of funding as properties are rehabilitated and sold. CCPDC will sell property to responsible buyers for redevelopment with the priorities for reuse to include neighborhood revitalization and stabilization.

- Vecino Group, a Missouri developer, plans to purchase Jones Court and renovate the decaying structure a 91-unit supportive affordable housing development partially reserved for formerly homeless veterans, called “Libertad”. Proposed services would include vocational training, financial training, veterans’ assistance, and on-site day care and medical care. Jones Court was named to the National Register of Historic Places earlier this year. Construction is expected to start in 2018 and estimated to take around 16 months. [http://vecinogroup.com/portfolio-item/libertad_elmira/](http://vecinogroup.com/portfolio-item/libertad_elmira/)

- Housing Visions plans to restore and rebuild around the Southside Henry and Harmon St. area, to include affordable housing for all ages. [http://housingvisions.org/2-development/2-4-current-development/](http://housingvisions.org/2-development/2-4-current-development/)

- The City of Elmira master plan includes plans for a walkable, bike friendly, revitalized downtown; plans for the Water St. vacant lot; and Lake Erie College of Osteopathic Medicine locating to Elmira College campus with off campus housing.

- The City of Elmira’s Empire State Poverty Reduction Initiative developed a plan with three strategies related to accessibility and effectiveness of services, revitalizing targeted neighborhoods and long-term productive employment, job training and support. [http://www.cityofelmira.net/community-development/povertyreductioninitiative](http://www.cityofelmira.net/community-development/povertyreductioninitiative)

- In 12/2017, the Appalachian Regional Commission approved Cornell Cooperative Extension of Chemung County’s “Poverty Stoplight Initiative” proposal for Elmira for the full funding request of $40,586. This initiative, begun in Paraguay by Dr. Martin Burt, is both a metric and a methodology that activates the potential of individuals and families to eliminate multidimensional poverty.
through self-evaluation tools that measure their level of poverty, followed by identification or creation of strategies to solve their specific deprivations. Additional financial support is provided by the Community Foundation of Elmira-Corning and the Finger Lakes, Chemung Canal Trust Company, Visions Federal Credit Union, First Heritage Federal Credit Union and Five Star Bank.

- The City of Elmira has been working with NYS Homes and Community Renewal on a grant contract and administrative plan for $1.75 million aimed at activating downtown buildings and assisting small businesses. The Activate Buildings Program will provide matching grants for commercial facade renovations, design and purchase of business signage, interior commercial renovations, and the rehabilitation or development of residential units. The Small Business Retail Grant Program will provide matching grant funds to start or expand retail businesses with capital expenditures or permanent fixtures.

- The City of Elmira formed a Public Art Commission to create new public art displays and strengthen links among existing examples of public art. A new public art wall has been erected outside the Community Arts building and additional public art space will be created to augment other efforts to improve the quality of life in the city. The concept includes a “creative corridor” that would provide a heightened level of connectivity among various points of interest in the city, from the Elmira Correctional Facility and Woodlawn Cemetery to the north to the Maple Avenue Historic District and Dunn Field to the south, to encompass and build on exiting entities such as the John W. Jones Museum, Eldridge Park, historic churches, Elmira City Hall, the Arnot Art Museum, Chemung County Courthouse, YWCA and Chemung Valley History Museum.
  
  http://www.cityofelmira.net/public-art-commission

- The Town of Southport expanded their volunteer leaf raking volunteer program. Programs developed to assist with home repairs, weatherization, and rehabilitation include:

  - Chemung County Habitat for Humanity developed a Home Repair Program that utilizes volunteers to do exterior home painting, landscaping, roof replacements, repairs and modifications for low-income homeowners. Habitat for Humanity and Thrivent Financial began partnering in 2017 to provide “Building on Faith”, a volunteer opportunity to participate in community improvement projects, including home rehabilitation and minor exterior repair projects. Exterior repairs were completed on 25 homes and emergency repairs were completed on 6 homes.
  
  http://www.chemungcountyhabitat.org/

**Conclusion:** A wide variety of initiatives have been achieved or are underway to rehabilitate homes and neighborhoods, improving community pride and quality of life.

**Housing Action Plan #4: Improve condition and maintenance of housing** through code enforcement efforts and initiatives that support responsibility among landlords, tenants and homeowners.

**Who:** Arbor Housing and Development, Catholic Charities, Chemung County Department of Social Services, Chemung County Housing Coalition, Chemung County Neighborhood Legal Services, Chemung Volunteer Action Corps, Community Dispute Resolution Center, Cornell Cooperative Extension of Chemung County, municipalities
Facilitator: Age-Friendly Community Coalition

When: by 2017

Performance Indicators and Progress Highlights:
Initiatives include:

- On 6/17/15, City Code Enforcement Officer John McCracken met with Chemung County Housing Coalition to share information about increased city code enforcement efforts and how community partners can work with code enforcement to improve condition and maintenance of housing.
- On 9/17/15, City code enforcement began a larger project conducting sweeps of troubled neighborhoods to identify and work with property owners to clean up noncompliant sites.
- On 10/21/15, Catholic Charities held a meeting for Chemung County landlords with Assistant NYS Attorney General Michael Danaher to discuss landlord-tenant concerns and resources for landlords with private consultations available following the presentation.
- The City of Elmira, Town of Elmira and Town of Horseheads now require landlords to register and provide a local contact.
- Elmira Housing Authority facilities have adopted smoke-free policies.
- In 2016 the City of Elmira received a $149,295 grant to help remediate vacant and abandoned properties through the state Zombie Remediation and Prevention Initiative to address housing vacancy and blight. Officials plan to hire an additional code enforcement officer for 2 years; create a layer on the city global code information system map to identify zombie properties; provide outreach to homeowners in danger of foreclosure; and contract with the Center for Community Progress for technical assistance related to the needs assessment of vacancy-related policies and systems.
- The Chemung County Health Department formed a Lead Coalition with representatives from a wide range of organizations to address the alarming rate of elevated lead levels found in children in the County. The objectives of the Coalition are to identify housing at greatest risk for lead-based paint hazards; develop partnerships and community engagement to promote primary prevention; and promote interventions to create lead-safe housing units.

Conclusion: A variety of initiatives are being developed to improve conditions and maintenance of housing, which is especially important for improving quality of life for low-income tenants.

Housing Action Plan #5: Develop, promote and distribute a list of home-repair and modification resources.

Who: Department of Aging and Long Term Care

When: by 2015

Performance Indicators and Progress Highlights:
A list was developed, posted to the Department website, and is promoted, distributed and updated on an ongoing basis: [www.chemungcountyny.gov/HomeRepairResource](http://www.chemungcountyny.gov/HomeRepairResource)

Conclusion: This action plan has been completed. The Department of Aging’s “Home Repair, Modification & Maintenance Resources Packet” provides a valuable resource to human service professionals and the public of all income levels, to help link those in need to needed services.
need with a variety of services. Tips from the NYS Office of the Attorney General for hiring a home improvement contractor are included, to help residents hire reliable contractors and avoid home improvement scams. Regular promotion, distribution and updates will continue.
SOCIAL PARTICIPATION

**Definition:** Access to leisure, cultural and social activities

**Social Participation Action Plan #1:** Create, promote and distribute a comprehensive directory of age-friendly leisure, cultural and social programs and event calendars.

**Who:** Chemung County Department of Aging and Long Term Care, in collaboration with 2-1-1 Helpline, AARP Chapter 276, ARTS Council of the Southern Finger Lakes, CareFirst (Pet Peace of Mind Program), Chemung County Chamber of Commerce, Chemung County Humane Society (Seniors for Seniors adoption program), community and senior centers and clubs, Cornell Cooperative Extension of Chemung County, Corning Community College, Creating Healthy Places partners, Elmira College, Economic Opportunity Program (EOP), libraries, media partners, museums, performing and fine arts centers, school districts, sports centers, and YWCA

**Facilitator:** Chemung County Department of Aging and Long Term Care

**Progress Highlights:** Resources were refocused to fully utilize the new Age-Friendly Community, as well as our partners’ websites and Facebook pages.

**Conclusion:** Consider whether this effort is needed due to other available resources. Consider developing one comprehensive listing on the county’s new website.

**Social Participation Action Plan #2:** Develop and implement a promotional campaign and program ideas to increase public awareness and participation in the Chemung County Eat Well Live Well congregate meal program.

**Who:** Chemung County Department of Aging and Long Term Care and Chemung County Eat Well Live Well partners

**Facilitator:** Chemung County Department of Aging and Long Term Care

**When:** 2015 - 2017

**Performance Indicators and Progress Highlights:**

The promotional campaign was developed and implemented, and included:

- A new brochure was developed that is distributed and updated on an ongoing basis.
- Promotion of the Eat Well Live Well program has been incorporated in all department community presentations.
- Regular Senior Notebook TV show interviews and calendar events promote the Eat Well Live Well program.
- A Facebook page is now maintained and regularly updated: [www.facebook.com/ChemungCountyEatWellLiveWell](http://www.facebook.com/ChemungCountyEatWellLiveWell)

Efforts to identify concerns included:

- Participants and non-participants were surveyed.
- An ad hoc committee was formed to identify concerns and develop ideas through site visits and a review of surveys and related research.

Development and implementation of program ideas to target identified concerns includes:

- A variety of activities are being implemented to attract and retain participants.
- The focus is on making Eat Well Live Well sites friendly, cheerful, caring, welcoming, engaging and homelike.
Participation has increased, from 22,487 meals served in 2014 to 25,370 meals served in 2017.

**Conclusion:** Efforts were successful and will be continued. Increased participation in the Eat Well Live Well congregate meal program provides improved nutrition, regular socialization, improved physical and mental health, and enhanced quality of life for a growing population of residents throughout Chemung County.

**Social Participation Action Plan #3:** Partner with faith communities to address the needs of aging members and their caregivers through:

- Educational presentations at faith community events
- Identification and referral of members in need by faith communities
- Collaborations to address member and community needs

**Who:** Chemung County Council of Churches and similar collaborations, Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps (CVAC) and faith communities

**Facilitator:** Chemung County Department of Aging and Long Term Care

**When:** By 2017

**Performance Indicators and Progress Highlights:**

- A volunteer outreach coordinator position was created at the County Department of Aging to regularly distribute brochures and other information to local houses of worship.
- A wide variety of educational presentations, referrals, collaborations and partnership activities have been developed with houses of worship, including Bethany Lutheran Church, Faith Temple, First Presbyterian Church, Horseheads United Methodist Church, Horseheads Wesleyan Church, Islamic Association of the Finger Lakes, Maranatha Bible Chapel, New Beginnings United Methodist Church, St. Matthew’s Episcopal Church, United Baptist Church, and Westside United Methodist Church.

**Conclusion:** Efforts have been successful and should be continued so that partnerships with additional houses of worship can be developed. These partnerships provide a valuable opportunity for linking community members to services that enhance their ability to be as healthy and independent as possible for as long as possible; improving their physical, mental and economic health; and general quality of life.
RESPECT AND SOCIAL INCLUSION

**Definition:** Services that support and respect aging, ethnic and socioeconomic diversity, multigenerational interaction, and caregiver needs

**Respect and Social Inclusion Action Plan #1:** Promote programs that provide opportunities for older adults to **mentor and tutor**.

**Who:** AARP Chapter 276, CASA (Court Appointed Special Advocates), Chemung County Department of Aging and Long Term Care, Chemung Volunteer Action Corps, Compeer of Family Services of Chemung County Circle of Friends and PAL Program, EOP Literacy Volunteers, Family Reading Partnership of Chemung Valley, Family Service Society and Big Brothers Big Sisters of the Central Southern Tier, Girls on the Run Southern Tier, Head Start, Junior Achievement, scouting groups, Summer Cohesion

**Facilitator:** Chemung Volunteer Action Corps

**When:** By 2017

**Performance Indicators and Progress Highlights:**
Promotional activities include Chemung Volunteer Action Corps' monthly and bimonthly promotional initiatives via television, posters and newsletter, and a 1/3/16 Star-Gazette newspaper article promoting volunteerism and mentoring opportunities.

Programs available include:

- Chemung Volunteer Action Corps' connection of volunteers to tutoring and mentoring opportunities.
- The Arc of Chemung continues to offer volunteer opportunities to older adults that include opportunities to mentor and teach people with disabilities.
- Chemung Volunteer Action Corps partnered on the development of a pilot summer literacy program in 2017 by providing 9 older volunteers who worked with high-risk preschoolers at 3 elementary schools. The work was reported as rewarding for the volunteers, appreciated by the teachers, leading to tremendous results for the participating children, and is expected to expand next year.
- EOP began offering the NYS Mentoring Program in 2017.

**Conclusion:** Initiatives have been developed and maintained, and efforts should be continued to expand these intergenerational opportunities that enhance the value of older adults, while improving mental health and quality of life for volunteers and participants of all ages.

**Respect and Social Inclusion Action Plan #2:** Expand capacity of Chemung County Department of Aging and Long Term Care NY Connects and caregiver programs to provide **information and assistance to help caregivers** access the services they need.

**Who:** Chemung County Department of Aging and Long Term Care with upcoming funding sources expected for this purpose

**When:** 2015

**Performance Indicators and Progress Highlights:**
• One additional caseworker and three additional aging services assistants were hired, increasing the number of department staff who provide information and assistance to caregivers from 12 to 16.
• A statewide data base was developed and is currently being implemented to improve the tracking of caregiver services.
• A Caregiver Task Force was formed to help improve services and supports.
• The variety of services offered has increased to include a monthly Caregiver Discussion Group, Powerful Tools for Caregivers training program, a Family Caregiver Education Program that provides caregiver training in the home, and free Medic Alert Safe Return units. Additional caregiver resources have been purchased for the lending library. Programs planned for 2018 include caregiver movie nights and seminars offered in the evenings and on weekends to better serve working caregivers.
• Partnerships with other caregiver programs and services were strengthened to help develop and promote expanded services throughout Chemung County.
• The NYS Caregiver Advise, Record and Enable Act was signed into law in 2016, requiring that hospitals allow patients to formally designate a caregiver before they leave the hospital; and requiring hospital workers to provide the caregiver with instruction or training on how to perform tasks for the patient at home, such as changing bandages or administering medication.

Conclusion: Many initiatives have been developed to better support caregivers and their loved ones, but continued work is needed to serve the growing needs of these populations. The Caregiver Task Force will be utilized to help target efforts to better meet community needs and optimize physical and mental health and quality of life.
Respect and Social Inclusion Action Plan #3: Provide a variety of caregiver respite services including adult day programs, home care providers and facility-based providers, with a variety of payment mechanisms available, to meet a variety of needs. **Who:** Able2, Alzheimer’s Association, CareFirst, The Arc of Chemung, Chemung County Department of Aging and Long Term Care, Department of Social Services, Medicaid managed care plans, local long-term care service providers, Center for Disability Rights (Community Supplemental Needs “Pooled” Trusts) and NYSARC Trust Services **Facilitator:** Chemung County Department of Aging and Long Term Care **When:** By 2017 **Performance Indicators and Progress Highlights:**
A wide variety of programs, services and payment mechanisms are available, including:
- Respite services are provided and/or funded by Able2, Alzheimer’s Association, CareFirst, The Arc of Chemung, Chemung County Department of Aging and Long Term Care, Department of Social Services, Medicaid managed care plans and local long-term care service providers.
- The Department of Aging and Long Term Care developed a contract with Bethany Village to provide adult day and overnight adult home and nursing home respite through IIIE caregiver respite funding.
- The Arc of Chemung has expanded respite services to include weekends. The Arc currently provides respite services to 6 families on Saturday mornings, as well as after-school, summer and overnight respite services.
- A 5 year DOH grant beginning 1/1/16 supports the Finger Lakes Caregiver Institute and includes respite services.
- Center for Disability Rights Community Supplemental Needs “Pooled” Trusts and NYSARC Trust Services are available to help those who are otherwise over-income or over-resource for Medicaid-covered respite services.
- The County Department of Aging and Long Term Care has developed a Home and Community Care Provider resource list and provides assistance to access services.

**Conclusion:** Caregiver respite services can prolong caregivers’ ability to keep their loved ones living in the community, enhancing quality of life for both caregivers and care recipients. Several initiatives have been developed and maintained, but additional efforts are needed to meet this growing need.

Respect and Social Inclusion Action Plan #4: Identify and target outreach efforts toward underserved and vulnerable populations. **Who:** Chemung County Department of Aging and Long Term Care and community partners **Facilitator:** Chemung County Department of Aging and Long Term Care **When:** By 2017 **Performance Indicators and Progress Highlights:**
- NYS Office for the Aging identified underserved and vulnerable populations and the Department of Aging and Long Term Care Advisory Council agreed that the populations identified reflect the needs of our county.
- Department of Aging and Long Term Care conducts multiple outreach efforts on a monthly basis, and successfully met NYS Office for the Aging targeting goals for numbers served of each identified population. Outreach contacts expanded from 273 in 2015 to 796 in 2017.
- Thirty-four businesses and organizations achieved Age-Friendly Designation, indicating their commitment and efforts to provide easy-to-navigate, respectful, positive and effective experiences and services to community members of all ages. [https://agefriendlychemungcounty.wordpress.com/about/age-friendly-business-designation/](https://agefriendlychemungcounty.wordpress.com/about/age-friendly-business-designation/)
- The Southern Tier Cancer Services Program (CSP) provides free breast exams, mammograms, PAP tests, and colorectal screenings to the under and uninsured. In Chemung County, 121 people were screened in 2016. This was an increase of 46% over 2015. Seventy-two people, or 60%, of those screened were new to the program. In 2017, 125 people were screened, with 71 of them being new to the program. [https://www.facebook.com/Cancer-Services-Program-of-the-Southern-Tier-314865891867309/](https://www.facebook.com/Cancer-Services-Program-of-the-Southern-Tier-314865891867309/)
- The Twin Tiers Breastfeeding Network (TTBN) sponsored an Open House in May 2016 that was open to the public and well attended by moms, babies, dads, and staff from different agencies and medical offices. In August, TTBN held an award ceremony at Wisner Park for Businesses that were nominated as Breastfeeding Friendly. Thirty-five businesses were nominated. TTBN participated in a Community Baby Shower held by Mothers and Babies Perinatal Network in March 2017 at Arnot Ogden Medical Center. Several area agencies provided information to new and expecting mothers on pregnancy, birth, breastfeeding and infant safety. Agencies and vendors included CIDS, the Twin Tier Breastfeeding Network, Southern Tier Pediatrics, Pregnancy Resource Center and the Chemung County Health Department, among others. Over 140 people attended. These agencies are also part of TTBN working to promote breastfeeding throughout the community. [https://www.facebook.com/ChemungCounty/posts/1877177329276171](https://www.facebook.com/ChemungCounty/posts/1877177329276171)
- Chemung County Sexual Health Task Force works to educate residents on reproductive health, STD prevention, and LGBTQ issues. A Sexual Health Open House was held in April 2017 at the Steele Memorial Library. The County Health Department partnered with community agencies to provide information and support from the Health Department STD clinic, Planned Parenthood, the Arnot IVY Clinic Prep counselors, Southern Tier AIDS Program, Trinity and the Sexual Assault Resource Center. These partners hold an annual World AIDS Day candle light vigil and program in December of every year. The event includes bringing in panels from the AIDS quilt for public viewing to help raise awareness. AIDS and STD testing is offered confidentially and free at the Chemung County Health Department. [http://www.chemungcountyhealth.org/sexual-health-task-force](http://www.chemungcountyhealth.org/sexual-health-task-force)
- The Chemung County Health Department offers free immunizations to the uninsured. In 2017, 163 children received 332 immunizations, and 82 adults received 101 immunizations. [http://www.chemungcountyhealth.org/immunization](http://www.chemungcountyhealth.org/immunization)
• The Drug Free Communities Coalition works to prevent and reduce the use/abuse of underage alcohol, tobacco and illicit drug use within Chemung County by reducing risk factors and increasing protective factors while utilizing evidence-based environmental strategies and programs. Coalition activities include candle light vigils, town halls, poster contests, offering education to students and providers, establishing medication drop boxes, and an annual recovery walk. In 2017 a Prevention Needs Assessment survey was conducted in the Elmira City, Elmira Heights and Notre Dame schools to help direct future prevention efforts. [http://www.trinityofchemungcounty.org/prevention-education/proud-coalition/](http://www.trinityofchemungcounty.org/prevention-education/proud-coalition/)

• Delivery System Reform Incentive Program (DSRIP) initiatives target underserved and vulnerable populations to address healthcare needs (see Community Support and Health Services Action Plan #1).

**Conclusion:** Efforts have been successful and should be continued to ensure that community services are meeting the needs of our most vulnerable populations, to optimize our ability to enhance residents' physical, mental and economic health, and quality of life.

AARP Elmira Chapter 276 Advocacy Group meeting with NYS Senator O'Mara and Assemblymen Friend and Palmesano to advocate for funding to end wait lists for aging and caregiver services

AARP Elmira Chapter 276 Advocacy Group meeting with Congressmen Tom Reed at Age-Friendly Business Classic Café to discuss Reed’s Tax Credit for Caring bill

Photos provided by Ron Rehner
CIVIC PARTICIPATION AND EMPLOYMENT

**Definition:** Opportunities for employment, education, volunteering and community engagement, regardless of age or disability

**Civic Participation and Employment Action Plan #1:** Better utilize Senior Notebook TV show and other opportunities to **promote opportunities and benefits of being mentally, physically and socially engaged** for older adults, employers, and our community.

**Who:** AARP Chapter 276, Chemung County Department of Aging and Long Term Care and many partners including Senior Notebook TV show and other media

**Facilitator:** Age-Friendly Community Coalition

**When:** By 2017

**Performance Indicators and Progress Highlights:**
Promotional initiatives and activities include:

- Senior Notebook, a weekly TV show produced by volunteers that covers a wide variety of topics of interest to older adults, developed the ongoing “Aging Well” series to promote opportunities and benefits of being mentally, physically and socially engaged. Interviews have been aired with over 45 individuals over the age of 50 who are actively engaged in activities that promote health and well-being, providing positive stories about the people in our community and inspiring viewers to engage in civic and health-promoting activities.

- Senior Notebook developed a monthly series titled “Health and Wellness for Today’s Senior” to promote opportunities that improve health and well-being. Topics have included “Put Your Best Foot Forward: Taking Care of Your Feet” with Foot and Ankle Surgeon Dr. Gina AmicaTerra; “Shopping Healthy Doesn’t Have to be Expensive” with Cornell Cooperative Extension Nutrition Educator Jonathan Sterlace; “Updates and New Treatments for Diabetes” with Josephine Famelli, CRNP Adult-Gerontological Nurse Practitioner specializing in diabetes and endocrine disorders in the elderly; “When you are Sick and Diabetic” with Lou Ann DiPetta, ANP-C Nurse Practitioner with Arnot Medical Services Endocrinology; “How to Store Summer’s Bounty” with County Department of Aging Nutrition Services Coordinator Kent Goben; “Medicare Benefits for Preventive Health” with Wellness Nurse Katie Elliott-Slyuter; “Gold Shoe Step it Up Walking Programs” with Registered Dietitian Laura Fleming; “Southern Tier Cancer Services Program”; “Emergency Disaster Planning”; “Fall Prevention”; and “Using Prescription Drugs to Treat Chronic Pain”. [https://www.facebook.com/WenySeniorNotebook](https://www.facebook.com/WenySeniorNotebook)

- Chemung County Senior Games, an annual program that provides Olympic style events for nearly 500 athletes age 50 and above, is promoted on Senior Notebook and other media. [www.facebook.com/ChemungCountySeniorGames](http://www.facebook.com/ChemungCountySeniorGames)

- The County Department of Aging and Long Term Care has expanded its annual Older Americans Month Celebration to include “Distinguished Volunteer of the Year Awards” to publicly recognize the contributions of all nominated volunteers age 60+.
Age-Friendly Community and partners’ websites and Facebook pages are used to promote a wide variety of opportunities. 
https://agefriendlychemungcounty.wordpress.com/
https://www.facebook.com/agefriendlychemung

Star-Gazette published a variety of articles, including an article promoting annual health checkups, the “Your Active Life” series of front page stories on benefits and resources for an active lifestyle, and regular articles covering volunteer opportunities and benefits to community (e.g. “Volunteers Tidy Up Newtown Creek”).

Conclusion: A variety of efforts have been developed and maintained to promote opportunities and benefits of being mentally, physically and socially engaged, to increase the physical and mental health, and general quality of life, for community residents.

Civic Participation and Employment Action Plan #2: Develop a list of employment, education and volunteer opportunities, clearinghouses and resource centers that can be easily distributed by Department of Aging and Long Term Care staff and partners to clients and the public at health fairs, presentations and other outreach events.

Who: Chemung County Department of Aging and Long Term Care with assistance from many partners including 2-1-1 HELPLINE, Chemung Volunteer Action Corps and NYS Department of Labor.
Facilitator: Chemung County Department of Aging and Long Term Care
When: Develop and begin distributing in 2015, with ongoing updating and distribution

Performance Indicators and Progress Highlights: Resources have been refocused to fully utilize the new Age-Friendly Community, as well as our partners’, websites and Facebook pages; the existing Programs to Help You Make Ends Meet document that includes employment and training resources; and promoting Chemung Volunteer Action Corps volunteer clearinghouse services.

Conclusion: Consider whether this effort is needed due to other available resources.

Civic Participation and Employment Action Plan #3: Provide training opportunities that assist volunteer managers to more effectively recruit, select, engage and retain volunteers and training opportunities for volunteers to develop leadership skills.

Who: Chemung Volunteer Action Corps
Facilitator: Chemung Volunteer Action Corps
When: By 2017

Performance Indicators and Progress Highlights:

- Chemung Volunteer Action Corps provides training to volunteers and volunteer managers as needs are identified. Tips for volunteers and volunteer managers are provided in a bimonthly newsletter that goes to all Chemung Volunteer Action Corps volunteers and agencies. http://chemung.cce.cornell.edu/volunteer

- Cornell Cooperative Extension of Chemung County is developing a Natural Leaders Initiative to begin in early 2018 that will provide training to boost emerging leaders by supporting confidence and skills, nurturing ideas and forming leadership opportunities.
Conclusion: Initiatives are being developed and maintained to support volunteer managers and develop volunteer leaders, increasing volunteer support and opportunities available to our community. Volunteering provides opportunities for older adults to contribute to our community, and multiple research studies indicate that volunteering improves mental and physical health and quality of life.

Volunteers from AARP Elmira Area Chapter #276
Volunteering at Food Bank of the Southern Tier
Photos provided by Ron Rehner

Civic Participation and Employment Action Plan #4: Work with the County Board of Elections to assess and address need for voter registration drives, absentee ballot assistance and other initiatives to facilitate voting.

Who: Chemung County Department of Aging and Long Term Care, Chemung County Board of Elections, Meals on Wheels

Facilitator: Chemung County Board of Elections

When: Complete major efforts by 2016 and continue beyond as needed

Performance Indicators and Progress Highlights:
A variety of Initiatives were developed and implemented, including:

- Department of Aging and Long Term Care brought registration forms to congregate meal sites and began providing voter registration forms in the waiting room, where posters in English and Spanish announce that the Department is a National Voter Registration Act voter registration site. Assistance completing these forms is now available during office hours and is offered whenever clients apply for services. Voter Registration Policies and Procedures were developed to ensure that all home-delivered meal and homecare clients are provided the opportunity to register to vote.

- The Chemung County Board of Elections did the following in conjunction with the 2016 presidential election year:
  - Contacts were made to various housing facilities that cater to older adults to ask if they would consider including a voter registration form in their packets for new residents and/or keep forms available in their lobbies.
  - Senior and community centers were asked to keep voter registration forms available in their lobbies.
Chemung Volunteer Action Corps and Meals on Wheels were contacted about leaving registration forms at their sites.

After October 9th (the last day to register for the general election), the above agencies were contacted about distributing absentee ballots, where appropriate.

A voter registration drive was held at a community event at Grove Park over Labor Day weekend.

- The Chemung County Board of Elections perform the following activities on an ongoing basis: registration drives; senior housing facilities, senior and community centers and post offices are contacted to see if voter registration forms are needed; senior housing facilities and centers are contacted to see if absentee ballot applications are needed; and voter registration forms are delivered to Meals on Wheels and Chemung Volunteer Action Corps.

- The Department of Aging does email blasts and provides information in newsletters regarding Election Day and absentee ballots.

**Conclusion:** A variety of initiatives have been developed and will be continued to facilitate the ability of community members to vote.
COMMUNICATION AND INFORMATION

Definition: Access to libraries, newspapers, computers and the internet, Department of Aging and Long Term Care, and other information sources to keep older residents connected to their community and friends and family, both near and far

Communication and Information Action Plan #1: Develop and promote a low cost promotional campaign with a simple message to further establish the Department of Aging and Long Term Care, including the NY Connects program, as a clearinghouse of information and assistance regarding programs, opportunities and resources for older adults and people of all ages in need of long-term care.

Who: Chemung County Department of Aging and Long Term Care

When: Develop plan in 2015 with ongoing implementation

Performance Indicators and Progress Highlights:
A variety of initiatives have been developed, including:

- Low-cost easily updated brochures have been designed and are printed, distributed and updated, as needed.
- The Department has a new and improved website: [www.chemungcounty.gov/dept/aging](http://www.chemungcounty.gov/dept/aging)
- Three Facebook pages have been developed and maintained:
  - [www.facebook.com/ChemungCountyOFA](http://www.facebook.com/ChemungCountyOFA)
  - [www.facebook.com/ChemungCountyEatWellLiveWell](http://www.facebook.com/ChemungCountyEatWellLiveWell)
  - [www.facebook.com/ChemungCountySeniorGames](http://www.facebook.com/ChemungCountySeniorGames)
- A monthly interview schedule with Senior Notebook TV show has been established.
- Multiple presentations, community information fairs and other outreach events are conducted every month.
- A monthly Senior Notebook TV Series was developed with a Department of Aging and Long Term Care RN Case Manager, titled “Health and Wellness for Today’s Senior”.
- Information provided at outreach, informational and promotional events has expanded to include an overview of department services; Medicare preventive, low income and prescription drug benefits; safe driving and transportation options; Chronic Disease Self-Management Programs; falls prevention and A Matter of Balance program; adult abuse, fraud, identify theft and consumer protection; emergency preparedness; volunteer opportunities; and an opportunity to express comments, suggestions and concerns.
- Presentations and brochures are regularly distributed to medical providers and houses of worship.
- NY Connects staff now provides regular presentations about our services with hospital and nursing facility social workers and discharge planners.

Conclusion: A wide variety of initiatives have been developed and will be continued to ensure that Department of Aging and NY Connects services are promoted widely to reach residents throughout our community, enabling the department to link community members to services that optimize their physical, mental and economic health, and general quality of life.
Communication and Information Action Plan #2: Develop and promote a low cost promotional campaign with a simple message to promote community support and involvement in the Chemung County Age-Friendly Community initiative.

Who: Chemung County Age-Friendly Community Coalition and Communications Committee

When: Develop plan in 2015 with ongoing implementation

Performance Indicators and Progress Highlights:
A plan has been developed and implemented, and is evaluated and revised annually, by the Age-Friendly Communications Committee. Initiatives include:

- Development of a logo (displayed on the cover page of this report), thanks to the generous contribution of time and talent by local graphic artist Polly Smith-Blackwell

- Development of a website and Facebook page: https://agefriendlychemungcounty.wordpress.com/ https://www.facebook.com/agefriendlychemung

- Development of an Age-Friendly Business and Organization Designation program. An Age-Friendly Business and Organization Guide and Application were developed and 34 businesses and organizations have been designated age-friendly to date. https://agefriendlychemungcounty.wordpress.com/about/age-friendly-business-designation/

- An email list of Age-Friendly Chemung County Coalition and Communications Committee members, Age-Friendly Business and Organization Designees, Age-Friendly Business and Organization Designation Panelists, and Age-Friendly Community Resources and Partners was developed and is utilized regularly to share Age-Friendly Chemung County news.

- Information that promotes active, inclusive and healthy living for people of all ages is posted regularly on the Age-Friendly Chemung County Facebook page.

- Age-Friendly Chemung County updates are aired on the Senior Notebook TV show.

Conclusion: A wide variety of initiatives have been developed and should be continued to promote the Age-Friendly Chemung County initiative and the benefits to our community.
Spring 2016 Age-Friendly Business and Organization Designation Award Certificates

Fall 2017 Age-Friendly Businesses and Organization Designation Award Winners: Able2, Bethany Village, CareFirst, Community Arts of Elmira, Community Dispute Resolution Center, Corning Community College Workforce Development Center, Horseheads Family Resource Center and Woodbrook Assisted Living Residence

Photos provided by Ron Rehner
Attention Business Owners

Access the Buying Power of Boomers

Are you marketing to the right demographics?

Lately the Millennials seem to be the topic of discussion everywhere, but as a business owner you need to keep in mind that it's the Baby Boomers who have the most disposable income – an annual spending power of $2.3 trillion (compared to Millennials’ 608 million).

This designation in your place of business lets Boomers know that you're Age-Friendly and they’re welcome there. Boomers’ purchasing power is staggering. They outspend other generations by $400 billion/year on consumer goods/services. There is no cost to you to participate in the program – what are you waiting for?

To be considered, please click here for an application form or click here to complete the form online. For more information, contact Pam Brown at the Chemung County Department of Aging and Long Term Care at pabrown@co.chemung.ny.us or 737-5520.

Logos designed by Polly Smith-Blackwell
Communication and Information Action Plan #3: Form a Chemung County Age-Friendly Community Coalition to oversee the Age-Friendly Community Plan implementation and the Age-Friendly Community promotional campaign.

**Who:** Age-Friendly Community Planning Committee, AARP Chapter 276 and Department of Aging and Long Term Care

**When:** Identify members, develop meeting/activity schedule and begin meeting in the first quarter of 2015; meet according to schedule

**Performance Indicators and Progress Highlights:**
A coalition consisting of thirty-eight individuals representing thirty organizations from the public, private, not-for-profit, education and faith-based sectors; the four Age-Friendly Communities within Chemung County; and the community at large began meeting in January of 2015. A meeting/activity schedule was developed to oversee ongoing implementation of the Age-Friendly Community Plan and promotional campaign. The coalition meets every other month and communicates in-between meetings as needed. Action Plan facilitators plan and implement activities based on the needs and requirements of their individual plans.

**Conclusion:** This action plan has been completed and the Coalition continues to meet to oversee implementation, evaluation and revision of the Age-Friendly Community Plan and promotional campaign.
COMMUNITY SUPPORT AND HEALTH SERVICES

Definition: Access to healthcare, homecare, health and wellness programs that promote active aging, and disaster preparedness

Community Support and Health Services Action Plan #1: Strengthen and integrate healthcare delivery systems and optimize care transitions among all care settings, including primary care; behavioral health; hospitals; home, community and facility-based services; and prevention and early intervention services.

Who: Finger Lakes Performing Provider System including Finger Lakes Health Systems Agency and Southeastern Naturally Occurring Care Network

When: 2015 – 2020

Facilitator: Arnot Health

Performance Indicators and Progress Highlights:
This plan is being implemented through the Delivery System Reform Incentive Payment Program (commonly known as “DSRIP” or “Medicaid Redesign”). The goal is to reduce utilization of high cost services in the Medicaid population, such as emergency department visits and inpatient admissions and readmissions, by 25% over five years. Arnot Health is the lead for the Southeast Naturally Occurring Care Network, which includes Chemung and Steuben County, within the DSRIP Finger Lakes Performing Provider System (FLPPS).

Eleven projects are in various stages of development, including:

- Patient Activation activities to engage, educate and integrate the uninsured and low utilizers of primary care services; and increased access to chronic disease and preventative care and management. Arnot Health is working with Steuben County Rural Health Network to offer Chronic Disease Self-Management community workshops developed by Stanford University’s Patient Education Program. An Arnot nurse has been trained as a master trainer and Arnot Health will be contacting CVAC and AARP to recruit volunteer peer leaders.

- Fifteen out of nineteen Arnot Medical Services offices have become Patient Centered Medical Homes to provide coordinated care and disease management.

- Initiatives underway to prevent potentially avoidable Emergency Department (ED) visits include education about Health Home services, increased awareness of services available locally, and telemedicine services in primary care settings.

- Navigators connect patients with resources, including health insurance, and schedule follow-up visits with primary care providers.

- Care transition services include developing care plans for patients prior to leaving a hospital inpatient stay and sharing the plan with the patient and primary care provider prior to discharge, allowing for continued focus on the care plan during the 30 days post-discharge.

- Participating nursing homes have been offered behavioral health training and the opportunity to enroll in the University of Rochester Medical Center Tele-psychiatry program.

- Although DSRIP is focused on the Medicaid population, some initiatives are for all populations, including the Chronic Disease Self-Management Program and ED triage, which is now provided by a Nurse Practitioner or Physician’s Assistant.
instead of a Nurse, and includes two levels of emergency care, fast track and regular ED. Nurse case management is now provided in the ED.

- Organizations are being required to incorporate Cultural Competency and Health Literacy Guidelines (including prevention of age discrimination) into their policies concerning staff and patient interactions.
- Various tools and metrics are being developed to measure success, including the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the rate of potentially avoidable hospital readmissions.
- DSRIP Year 2 (DY2) closed on March 31, 2017 with positive statewide performance results. Through DY2, Performing Provider Systems (PPS) have earned a total of $2.4 billion, which is 95% of all available funds. Notable progress towards the DSRIP program goal of achieving a 25% reduction in avoidable hospital use by DSRIP Year 5 was demonstrated through a 14.9% reduction in Potentially Preventable Readmissions and an 11.8% reduction in Potentially Preventable ER Visits. If the current reduction rates are maintained, New York will achieve the goal of a 25% reduction by DSRIP Year 5.
- Additionally, PPS have successfully met all requirements for 31 projects in total and have successfully implemented 95% of all DY2 project requirements. While there is work to be done, the results from DSRIP Year 2 are a reason to be optimistic that the DSRIP goal will be achieved.
- As of the DSRIP half-way point (summer 2018), the Finger Lakes Performing Provider System reported that, since the start of DSRIP:
  - The rate of potentially preventable emergency department visits decreased by 25%,
  - The rate of potentially preventable emergency department visits for people with behavioral health conditions decreased by 29%, and
  - The rate of potentially preventable 30-day re-admissions also decreased by 4%.
- A variety of care collaboration and coordination efforts are being developed and maintained related to DSRIP or the transition to Medicaid managed care, including the Chemung County Medicaid Redesign Committee, the Care Continuum Coalition for Chemung and Steuben, and a Care Coordination Organization being formed by The Arc of Chemung and other local agencies.

**Conclusion:** DSRIP efforts have resulted in a variety of improvements to the healthcare delivery system, contributing to the improvement of residents’ physical and mental health. DSRIP efforts will continue, as this is a 5 year initiative.

**Community Support and Health Services Action Plan #2:** Increase the capacity of NY Connects to provide information and assistance regarding long-term services and supports, including homecare services.

**Who:** Chemung County Department of Aging and Long Term Care and Long Term Care Council

**When:** Upon receipt of BIP and enhanced NY Connects funding information

**Performance Indicators and Progress Highlights:**
- Four additional department staff were hired, and eight staff are now trained and are providing NY Connects services. An additional NY Connects specialist from AIM Independent Living Center serves Chemung County two days a week.
- A Long Term Care Council of service providers and consumers identifies and works to address service gaps
- Number of NY Connects service contacts made:
  - 2015: 2848
  - 2016: 4245
  - 2017: 4786

**Conclusion:** Capacity and services provided have increased, but continued efforts are needed to ensure that our growing aging population is able to access the services needed to optimize mental, physical and economic health, and quality of life.

**Community Support and Health Services Action Plan #3:** Offer an array of chronic disease self-management, falls-prevention, nutrition, and other **health and wellness programs** that promote active aging.

**Who:** Chemung County Department of Aging and Long Term Care and many partners, including AIM Independent Living Center, Arnot Health, Chemung Volunteer Action Corps, County Health Department, Meals on Wheels, senior and community centers, Steuben Rural Health Network and Southern Tier Tobacco Alliance

**Facilitator:** Chemung County Department of Aging and Long Term Care

**When:** By 2017

**Performance Indicators and Progress Highlights:**
A wide variety and increasing number of programs are available, including Chronic Disease and Diabetes Self-Management Programs, Diabetes Prevention Programs, A Matter of Balance (offered 17 times and successfully completed by 146 participants), Eat Well Live Well congregate meal program (offered at 7 sites throughout Chemung County), Eat Smart NY classes, health fairs, farmers markets (including a new winter farmers market), Food Bank of the Southern Tier programs (including a new mobile pantry to subsidized senior housing facilities), Gold Shoe Step It Up Challenge, community gardens and gardening classes, Senior Notebook’s new “Aging Well” and “Health and Wellness for Today’s Senior” series, Senior Games, new library Tai Chi and chair yoga classes, the new Aging Mastery Program, senior and community center programming, and smoking cessation programming. In 2017, electronic nicotine delivery systems were added to the Chemung County tobacco-free parks law and 14 businesses in Chemung County adopted tobacco-free policies, due to the work of the Southern Tier Tobacco Alliance, which works to prevent the initiation of tobacco use by youth and reduce the percentage of tobacco use among adults.
Conclusion: A wide variety of programs have been developed and maintained to help residents improve physical health and quality of life. Continued efforts are needed to serve a growing aging population and track success.
Community Support and Health Services Action Plan #4: Develop and distribute a list of health and wellness programs that promote active aging that can be easily distributed by Department of Aging and Long Term Care staff and partners to clients and the public at health fairs, presentations and other outreach events. 
Who: Chemung County Department of Aging and Long Term Care with assistance from many partners including 2-1-1 HELPLINE and Health on Demand 
When: Develop and begin distributing in 2015, with ongoing updating and distribution 
Performance Indicators and Progress Highlights: Resources have been refocused to fully utilize the new Facebook pages for the Department of Aging and Age-Friendly Chemung County, as well as our partners’, websites and Facebook pages; the existing Programs to Help You Make Ends Meet document that includes a section on health; and existing promotional materials. 
Conclusion: Consider whether this effort is needed due to other available resources.

Community Support and Health Services Action Plan #5: Engage in ongoing efforts and activities to develop, maintain and implement emergency-preparedness plans that take into account the needs and capacities of older people. 
Who: Chemung County Department of Aging and Long Term Care with Office of Fire and Emergency Management and other community partners 
When: Ongoing
Performance Indicators and Progress Highlights: Development and implementation of initiatives to prepare community service providers and residents include:
- Chemung County was one of the first counties in New York State to be designated by the National Weather Service as a StormReady community in 2004, and continues to keep this designation status active.
- Chemung County is a Weather Ready Nation Ambassador, an initiative of the US Department of Commerce, National Oceanic and Atmospheric Administration, to strengthen partnerships with external organizations toward building community resilience in the face of increasing vulnerability to extreme weather and water events.
Chemung County Emergency Management Office provides regular trainings and drills for government officials and partners.

Chemung County Public Health expanded the Public Health Emergency Preparedness Committee to include new providers, and training and drills for new CMS emergency preparedness regulations.

Chemung County provides regular public awareness activities and has developed a web page, Facebook page and Twitter account, and the Chemung County NY Fire/Emergency Management app.

The County Health Department promotes disaster preparedness, including the following promotional activities in 2017: two segments on emergency preparedness were taped for Senior Notebook broadcast by WENY-TV, emergency preparedness information was provided at the Elmira College Octagon Fair, emergency preparedness information was presented at A Matter of Balance programs, emergency preparedness information was presented at the caregivers support group, and Psychological First Aid training was provided to a variety of community groups.

The American Red Cross developed a Home Fire Preparedness Campaign to install free smoke alarms and provide fire safety education to residents throughout the county.

The American Red Cross developed a Citizen Preparedness Corps Training Program, “Prepare, Respond, Recover: What To Do When Disaster Strikes”

The Department of Aging and Long Term Care participates regularly in County and American Red Cross training events to develop planning, preparedness and community collaborations.

The Department of Aging and Long Term Care developed an emergency preparedness and response plan that is reviewed and updated annually by all staff. Training has been provided for staff and caregivers, and emergency preparedness information is included in community outreach activities and during client assessments and reassessments.

Emergency Preparedness is now an agenda item at every Chemung County NY Connects Long Term Care Council meeting.

The Medical Reserve Corps is working with the Department of Aging and Long Term Care to prepare caregivers for delivery of care in emergency shelter situations.

The Town of Elmira developed a program for residents who want police or fire personnel to check on them during power outages or severe weather events. A town newsletter cover was devoted to this topic and an upcoming seminar is planned. Ten residents have signed up for this assistance.

Age-Friendly Chemung County participated in a RAND research study interview on 5/25/16 regarding the impact of Age-Friendly Communities on community resilience and emergency preparedness, which resulted in an emergency preparedness tool kit for local health departments and partners that is posted on RAND’s website: https://www.rand.org/pubs/tools/TL282/introduction.html
Conclusion: A wide variety efforts have been developed, and should be expanded, to ensure that community residents are prepared for emergencies, and that local agencies are prepared to address the needs and capacities of older adults.