LOCAL AGING AND DISABILITY
ACTION PLANNING (LADAP)

AGE FRIENDLY
ACTION PLAN

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15900 E. Main Street
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AGE FRIENDLY ACTION PLAN

TABLE OF CONTENTS

City of La Puente
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March 19, 2025

Ms. Nancy McPherson
AARP California State Director
1415 L St Suite 960
Sacramento, CA 95814

Dear Ms. McPherson,

We are honored to submit the City of La Puente Age and Ability-Friendly Action Plan as a committed member of the AARP Age-Friendly Network. The City of La Puente is dedicated to growing our resources to improve the quality of life for people of all ages and abilities.

This action plan was a robust cross-sector collaboration that engaged elected officials, City Departments, community partner organizations, local businesses, and, most importantly, community members who call La Puente home.

The City of La Puente was awarded a Local Aging and Disability Action Plan Grant from the State of California Department of Aging to support this plan, more effectively engage our community, and create a community-led needs assessment and resident-driven goals and strategies. We are excited to use this plan and position ourselves as a local age and ability-friendly partner to the Los Angeles County Purpose Aging Los Angeles initiative, the State of California Department of Aging Master Plan for Aging, and the AARP Age-Friendly Network.

We are eager to begin the work this plan lays out. We are committed to engaging community leaders and community members of all ages and abilities to fulfill the calls to action of this plan, always seeking ways to adapt and grow this plan to better serve our community.

La Puente City Council is drafting a resolution that commits this council and the City of La Puente to officially recognize this Age and Ability-Friendly Action Plan and support its growth and for future generations of the La Puente Community.

We are excited to be a part of this initiative that will help make our city a place where people of all ages and abilities can live and thrive.

Sincerely,

Valerie Muñoz
Mayor
City of La Puente

EXECUTIVE SUMMARY

The City of La Puente's Local Aging and Disability Action Plan (LADAP) outlines an inclusive and community-driven vision to create an age & ability-friendly City that fosters accessibility, equity, and well-being for residents of all ages and abilities. Supported by a grant from the California Department of Aging, La Puente created a three-year action plan that reflects the voices of La Puente's residents and aligns with the State of California Master Plan for Aging, the AARP Age-Friendly Communities Program, and the World Health Organization's Eight Domains of Livability.

Through extensive community engagement, including listening sessions and community surveys, the City identified seven priority areas and goals to address community needs and advance age & ability-friendly livability:

1. **Transportation:** Expand reliable, affordable, and accessible transportation options that meet the needs of older adults and individuals with disabilities, enhancing mobility and community engagement.
2. **Housing:** Increase the availability of safe, affordable, and accessible housing options for older adults and people with disabilities.
3. **Health & Wellness:** Improve access to comprehensive health and wellness programs, including physical and mental health services, while addressing social determinants of health to enhance the quality of life for all residents.
4. **Social Engagement & Inclusion:** Foster a sense of belonging and inclusion by combating social isolation, promoting intergenerational interactions, and encouraging active participation in community life.
5. **Information & Communication:** Develop accessible, multilingual, and inclusive communication channels to share vital resources and engage residents effectively in community programs and services.
6. **Economic & Financial Stability:** Strengthen financial security for older adults and individuals with disabilities through financial literacy programs, job training, and policies supporting economic equity.
7. **Caregiving:** Provide accessible resources, education, and support for caregivers to enhance their capacity and ensure equitable caregiving opportunities for all.

The La Puente LADAP program prioritizes culturally competent, equitable strategies to ensure that all residents—especially older adults, individuals with disabilities, and caregivers—can thrive. Guided by clear metrics and an established Age & Ability-Friendly Council, this plan will drive impactful change while remaining flexible to community needs. Through collaboration with local organizations, residents, and regional partners, the City of La Puente aims to create a vibrant, inclusive, and resilient community for generations to come.

INTRODUCTION

LADAP Program Overview

The City of La Puente received a Local Aging and Disability Action Planning (LADAP) Grant from the California Department of Aging to plan and develop a community-wide age & disability-friendly action plan. Our LADAP program will engage local aging and disability communities to seek their input in identifying La Puente's age & ability-friendly assets and areas of growth to improve La Puente along the Eight Domains of Livability from the World Health Organization (WHO) and AARP and the five goals from the State of California's Master Plan for Aging.

Community Profile

History

La Puente, located in the San Gabriel Valley, has a history deeply rooted in California's cultural and agricultural heritage. The area was initially inhabited by the Tongva people, who lived in the village of Awingna, meaning "abiding place." In 1769, Spanish explorers passed through the region, constructing a bridge over the San Jose Creek that inspired the name "La Puente," translating to "the bridge" in Spanish.

In 1841, European settlers, led by John Rowland and William Workman, arrived via wagon train and established Rancho La Puente, a sprawling 48,000-acre agricultural hub. The area flourished in ranching and agriculture, and by the 1930s, it became renowned for its fruit and walnut groves, housing the world's largest walnut packing plant.

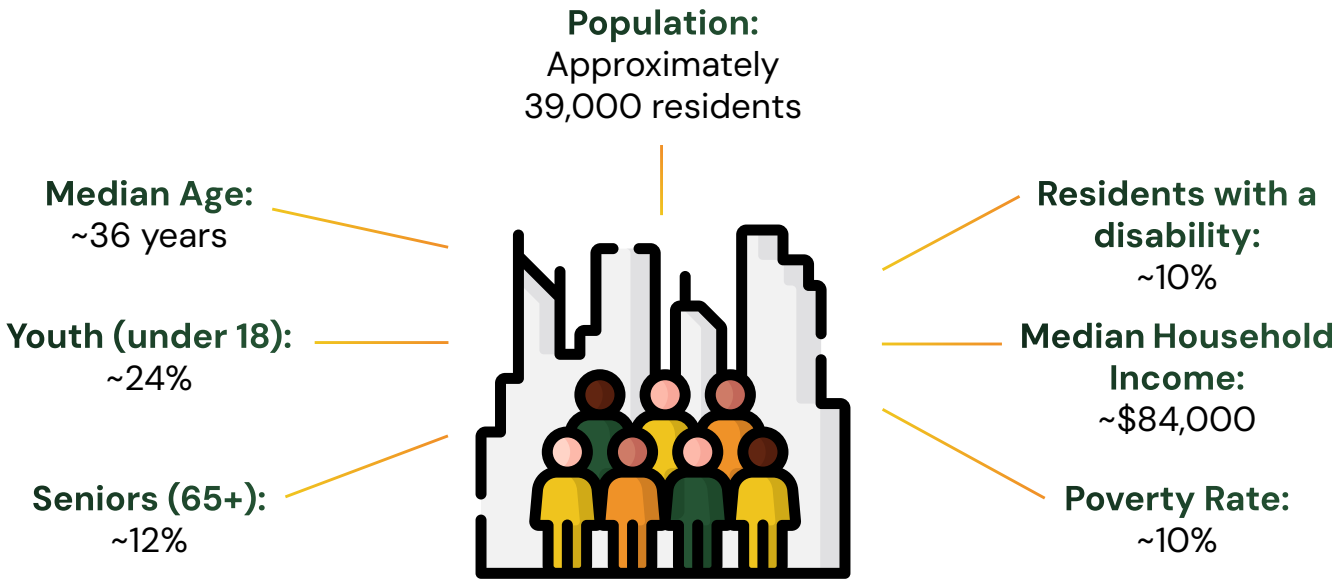
La Puente was incorporated on August 1, 1956, and today spans 3.48 square miles with approximately 39,000 residents. The City retains its rural charm while offering modern amenities, primarily serving as a residential community with commercial enterprises concentrated along major roads. Its name and City seal honor the bridge built by early explorers, symbolizing its enduring history.

City Governance

La Puente operates under a council-manager government. The City Council sets policies and priorities, while a City manager oversees daily operations. Key departments, including Community Services, Development Services, Adminisrative Services and Public Safety Services, focus on enhancing residents' quality of life through programs and initiatives.

City Demographics

La Puente is a predominantly Hispanic/Latino community, representing about 85% of the population. Other racial groups, include 13.5% Asian American, 2.9% American Indian and Alaskan Native, 1.5% Black or African American, and only 3.2% of the total population identifies as White (Non-Hispanic or Latino).



In La Puente, 12.2% of the population is aged 65 and over, and an additional 12% is aged 55-64. Residents with a disability account for ~ 10% of the population, and 1.5% of total residents are veterans.

12.5% of La Puente's population below the age of 65 are uninsured, which is significantly higher than Los Angeles (LA) County's overall uninsured rate of 4%. The average life expectancy for La Puente residents is 83.5 years, lower than the "best-performing City or community's" life expectancy. Homelessness in the City has tragically increased more than six-fold, rising from a reported 16 individuals in 2018 to over 121 in 2022.

Compared to other cities, La Puente's current aging population and residents with disabilities are within the national average. However, with a growing population that has increased by 8.3% over the past two decades and the continual aging of the baby boomer and millennial generations (millennials outnumbering baby boomers), La Puente's aging population and number of people living with disabilities/chronic diseases is projected to increase significantly over the next few decades.

Age & Ability-Friendly Characteristics of La Puente

The City of La Puente has many age & ability-friendly characteristics and offers many resources, programs, and community partnerships to support older adult residents and those living with disabilities. The City of La Puente is a dedicated community partner with neighboring cities and organizations. Many of these age & ability-friendly resources are based in other cities near La Puente.

La Puente has cultivated several age & ability-friendly programs and partnerships, which include:

- City of La Puente Community Services Department: Oversees senior services, social programs, and parks and recreation.
- City of La Puente Senior Center: Offers fitness classes, nutrition services, and social activities tailored to older adults.
- La Puente Health Center: Health service center offering primary care services through the Health Services Ambulatory Care Network of Los Angeles County.
- La Puente Community Foundation: Provides funding for support services, senior recreation, and education programs.
- Del Haven Community Center: Programs and support for those facing challenges with mental illness and learning disabilities and special needs populations.
- Arboleda Senior Apartments: Affordable housing for seniors.
- Sunny Garden Apartments: Safe and accessible housing for residents 55+.
- Dial-A-Ride: Transit services offered through the City of La Puente that provides accessible transportation for older adults, people with disabilities, and their caregivers for .25 cents a ride.
- Subsidized Transportation Programs (City of La Puente): Provides reduced rate passes for local transit for residents and is very popular with older adults and students.
- East San Gabriel Valley (ESGV) Mobility Action Plan: Provides guidance and recommendations on ways to improve the accessibility of transportation services in the San Gabriel Valley, including La Puente.
- YWCA San Gabriel Valley: Provides inclusive programs and services that engage older women, women with disabilities, and older women of color.
- The Boys and Girls Club of West San Gabriel Valley (BGC WSGV): Provides programs and resources that support youth with disabilities.
- Special Olympics Southern California: Provides inclusive social engagement and physical activity programming for those with intellectual disabilities.
- The Roland Center: Provides and promotes opportunities for adults with developmental disabilities to live, work, and interact in the community.
- AARP Foundation: Older adult advocacy group that provides support to communities that are building age-friendly programming.
- AltaMed Corporation: Provides services and support for low-income adults, families, and immigrants for services such as Medi-Cal, Medicare, and Covered California.
- Mission City Community Network: Provides Medi-Cal and Covered California enrollment and Health Care services.

- Basset Unified School District: Committed community partner offering educational support for youth with mental and physical disabilities.
- Hacienda La Puente Unified School District SELPA Department: Supports students with disabilities.
- Purposeful Aging Los Angeles (PALA): Los Angeles County's age-friendly initiative that provides guidance and support to help cities within Los Angeles County become age-friendly communities.

Other regional age & ability-friendly organizations and services available in the area include:

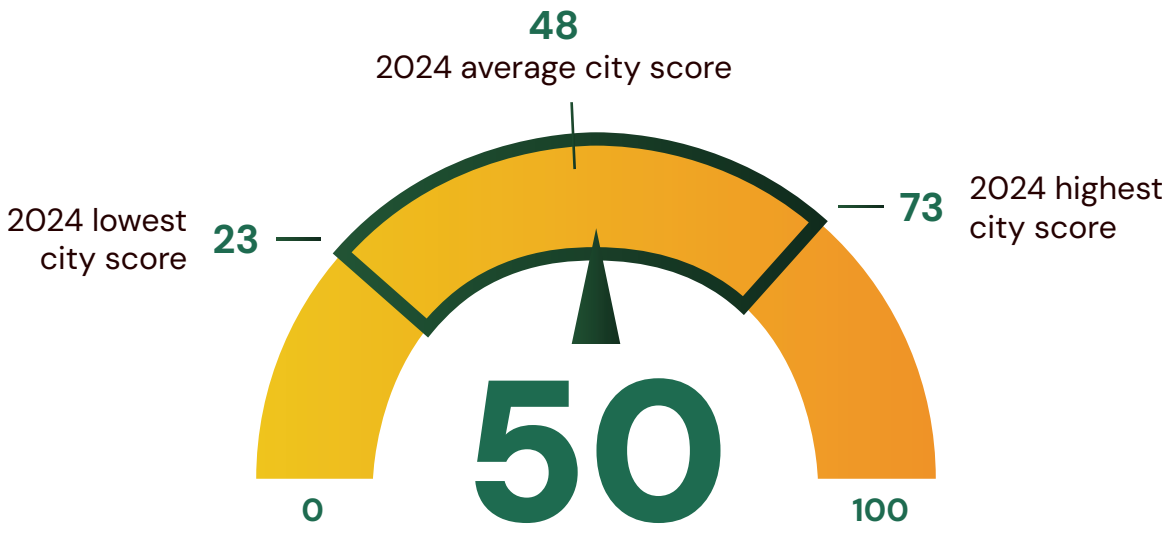
- Happy 50+: Community organization promoting healthy aging for 50+ Chinese and AAPI Americans.
- Los Angeles County Commission on Disabilities: Ensures the needs and rights of individuals with disabilities are acknowledged and supported.
- Los Angeles County Commission for Older Adults (LACCOA): Ensures the needs and rights of Older Adults are acknowledged and supported.
- The San Gabriel Valley Community Land Trust: Promotes safe, stable, and dignified affordable housing for historically marginalized communities in the San Gabriel Valley.

The AARP Livability Index

To help communities understand age-friendliness and identify areas of growth in age- and ability-friendly resources, AARP created the livability index, where communities are rated along metrics like housing, neighborhood convenience, environment, transportation, and security.

The AARP Livability Index scores La Puente, California, at **50**, placing it in the top half of communities in the United States. The City rates high in neighborhoods (proximity and security) with a score of **67** due to the availability of Los Angeles County and the State of California policies and programs like the LADAP program, Purposeful Aging Los Angeles (PALA), and the Los Angeles Area Agency on Aging (AAA) that prepare communities for the aging U.S. population. La Puente also scores highly in the health domain, where residents have greater access to physical fitness/exercise opportunities (proximity to parks and fitness locations) compared to the national average of U.S. cities. La Puente received its lowest score for environment (poor air quality). The index also shows where La Puente can grow in areas of engagement (policies on civil rights, e.g. LGBTQ+ equality, etc.) and the availability of affordable and accessible housing options for older adults and people with disabilities.

These indicators provide a roadmap for enhancing age-friendly services, fostering inclusivity, and addressing gaps in social and environmental quality.



The overal livability index score for
La Puente, California is **50**.

This is the **top half** of **communities** in the US.

Looking Ahead

La Puente's historical legacy and vibrant community offer a strong foundation for advancing age and ability-friendly initiatives. The City aims to promote an inclusive environment where all residents can thrive by addressing gaps identified in the Livability Index, leveraging community partnerships, and engaging community input through a community-based needs assessment.

AGE AND ABILITY-FRIENDLY LA PUENTE PLAN DEVELOPMENT

Key Programs and Frameworks Supporting an Age- and Ability-Friendly La Puente

This action plan is based on programs and frameworks designed to create inclusive, equitable, and livable environments for individuals of all ages and abilities. The programs detailed below form the backbone of the age & ability-friendly efforts of the City of La Puente and informed a comprehensive needs assessment, inclusive community engagement, and a community-informed Local Aging and Disability Action Plan.

Local Aging & Disability Action Planning (LADAP) Grant Program

The City of La Puente was awarded a grant from the State of California's Department of Aging to create a Local Aging and Disability Action Plan (LADAP). The LADAP Grant Program funds local governments to develop age & disability-friendly goals and strategies and form community partnerships that address the needs of older adults and people with disabilities. With an emphasis on inclusivity and equity, this program supports community-driven efforts to improve housing, transportation, healthcare, and social inclusion. By identifying gaps and setting actionable goals, the LADAP program equips cities like La Puente to enhance the quality of life for residents across all stages of life and for people of all abilities. The LADAP program is an initiative from the State of California's Master Plan for Aging (MPA).

California Master Plan for Aging (MPA)

The California Master Plan for Aging (MPA) is a statewide initiative that encourages state government, local government, the private sector, and philanthropy to work together to improve equitable resources and actions that support and engage aging and disability communities. The Master Plan for Aging outlines Five Bold Goals to build a California for all ages and abilities:

- Housing for All Ages & Stages: Ensures accessible and affordable housing for aging in place.
- Health Reimagined: Expands access to equitable healthcare and wellness resources.
- Inclusion & Equity, Not Isolation: Reduces social isolation and fosters cultural and intergenerational connections.
- Caregiving That Works: Supports caregivers with training, resources, and fair compensation.
- Affording Aging: Promotes financial security through employment, education, and accessible benefits.

California's Master Plan for Aging positions the state as a committed partner within the international

Age-Friendly Network initiative from AARP and the World Health Organization.

Eight Domains of Livability and the Network of Age-friendly Communities

Age-friendly cities are communities that allow residents to thrive in every stage of life. The eight domains of livability were created by the World Health Organization (WHO) and AARP. They are quality-of-life metrics that enable people of all ages and abilities to live healthy and connected lives within their communities. The World Health Organization (WHO) established the age-friendly movement to address the rapidly increasing older adult population across the world. The WHO developed 8 domains of livability standards as a framework to guide communities in adapting to these changes. These domains are:

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Work and Civic Engagement
- Communication and Information
- Community and Health Services

To promote these standards, the WHO started a Global Network of Age-Friendly Cities that recognizes communities for addressing population aging. AARP is the WHO's official delegate in the United States to designate and support communities in their age-friendly cities application process. The designation process requires cities to enroll and be accepted into the age-friendly network, conduct a community needs assessment, develop an age-friendly action plan (LADAP in this case), and implement and evaluate the action plan in 3-5-year cycles.

These frameworks collectively ensure a structured approach to making La Puente a livable, inclusive community where all residents can thrive. This action plan lays the groundwork for meaningful change tailored to local needs through the guidance of these programs and initiatives.

05

COMMUNITY ENGAGEMENT AND NEEDS ASSESSMENT

The City of La Puente's Age & Ability-Friendly Action Plan was developed through a comprehensive and culturally competent community engagement process emphasizing equity, inclusivity, and accessibility. This approach was crucial for identifying the needs of older adults and individuals with disabilities while collaboratively creating solutions for an age & ability-friendly community.

Community Leadership Engagement

The City of La Puente formed a LADAP Advisory Committee made up of City leadership, community partners, and residents. This committee helped define La Puente's LADAP project work scope and priorities. The committee met monthly to provide expert insights into senior and disability programs, brainstorm new services aimed to enhance the well-being of aging and disabled communities, and advise on ways to engage and recruit the local La Puente community for listening sessions, surveys, and LADAP events.

Equitable and Culturally Competent Engagement Practices

The City organized various events to gather community input, including two town hall meetings, two community forums, two focus groups, and three strategic planning sessions. These gatherings aimed to capture diverse perspectives. Town halls and forums facilitated open conversations about community priorities, while focus groups allowed detailed discussions on La Puente's opportunities for growth along the 5 MPA goals and the 8 Domains of Livability. Strategic planning sessions were opportunities for residents to share their insights on preliminary results from listening sessions and survey responses.

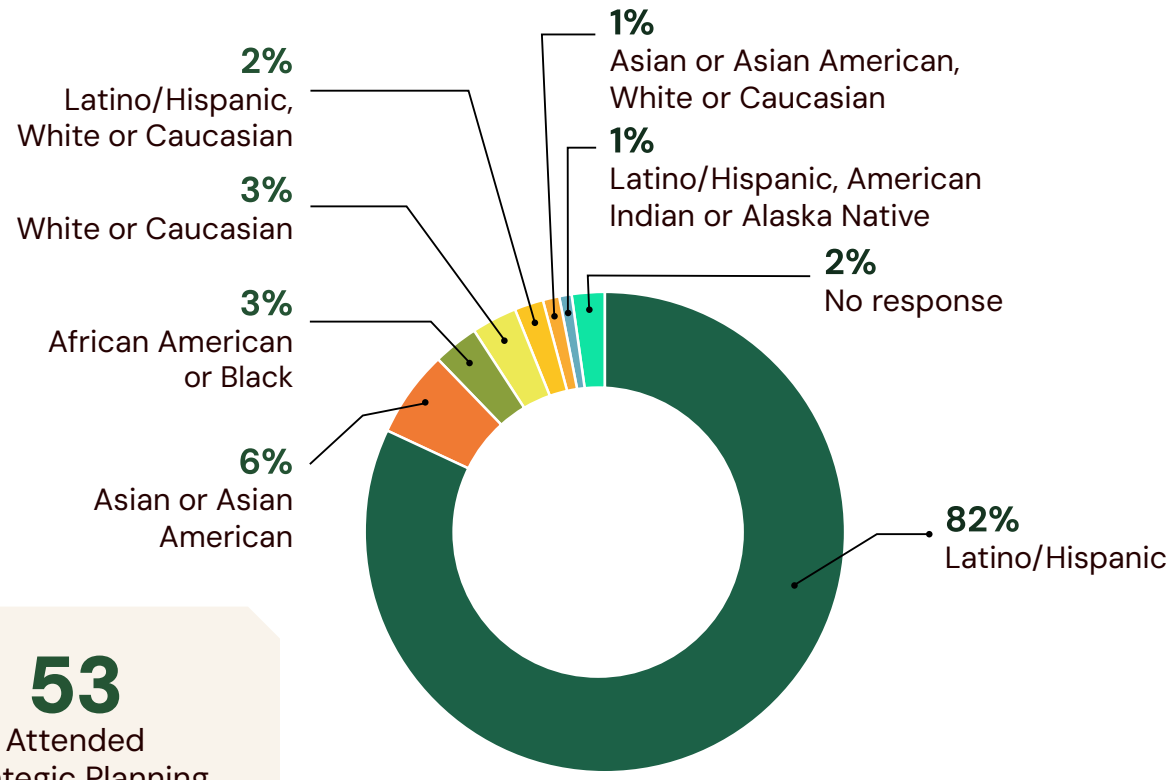
La Puente also created a LADAP survey where residents evaluated La Puente's community and resources along AARP's 8 Domains of Livability and the 5 goals from California's Master Plan for Aging. Surveys were distributed in digital and hard copy formats to accommodate more residents. Paper copies of the LADAP survey were made available at listening sessions, town halls, and community forums. Online versions of the survey were also available on a dedicated La Puente LADAP page on the City's website.

To promote inclusivity, surveys were provided in English, Spanish, and Mandarin, and translators were available at events (listening sessions, forums, and town halls) to effectively engage La Puente's linguistically diverse population.

Outreach efforts specifically targeted historically underserved communities, including non-English speakers, caregivers, and low-income residents, ensuring equitable participation in the planning process. La Puente recruited residents through word-of-mouth conversations with staff at the senior and community centers. Paper flyers, posters, and handouts were distributed throughout the City at community partner facilities and at City offices, centers, and buildings. Email announcements were sent to the City's email list, and outreach materials were posted on the City's website and social media accounts.

This recruitment and engagement process built a strong foundation for an action plan developed with the community for the community.

Community Engagement Participant Ethnicity/Race

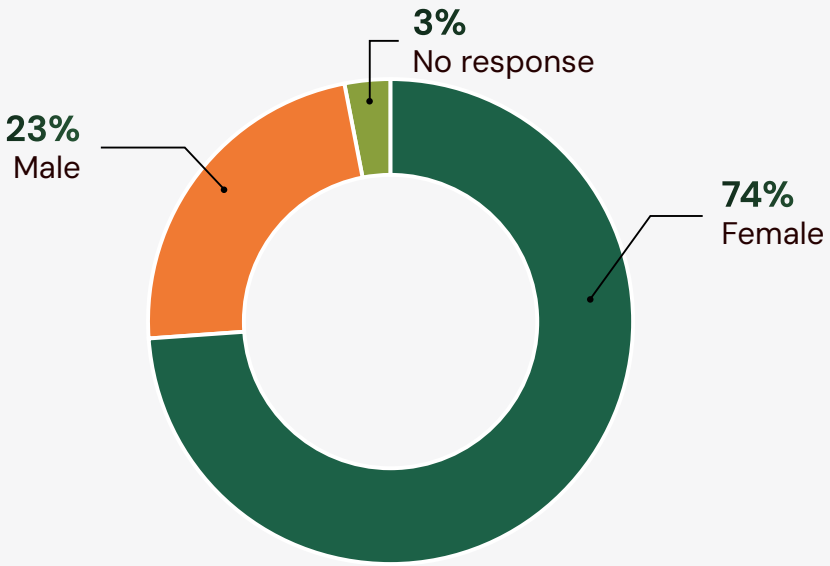


53
Attended Strategic Planning Sessions

130
Attended Listening Sessions Town Hall Meetings Public Forums

66
Average Age of Community Engagement participants

Community Engagement Participant Gender



Key Themes from Listening Sessions and Community Events

The themes from the listening sessions and community events highlighted the importance of community centers, accessible transportation, affordable and safe housing, and accessible information.

Community Centers and Social Engagement

Community centers and the services they offer, such as meals, exercise programs, and social activities, were seen as vital for the well-being of older adults and people with disabilities. Participants expressed a strong interest in expanding activities and enhancing the accessibility of information about available services. Social engagement through community activities helps build friendships, develop social skills, and reduce isolation. The importance of creating communal spaces and opportunities for social interaction was frequently highlighted.

Transportation

Reliable and accessible transportation services were a major topic of discussion. Participants highlighted the importance of services like 'Dial a Ride,' public transportation, and buses equipped with ramps to ensure accessibility for all riders. Transportation is key for accessing essential services, participating in community activities, and maintaining independence. The need for transportation options that are available 24/7, staffed by empathetic and patient personnel, and accessible information about these transportation options was also emphasized. Accessible and affordable transportation keeps older adults and residents with disabilities connected to their communities.

Affordable, Safe, and Accessible Housing

Participants emphasized the critical need for affordable housing options, including low-income senior apartments and public-funded housing. The high cost of living and long waiting lists for affordable housing were significant concerns. Additionally, the need for accessible housing features like ramps, grab bars, wheelchair-accessible entrances, and adherence to ADA standards was frequently mentioned. Ensuring homes are safe and accessible is vital for the independence and well-being of older adults and people with disabilities.

Information and Communication

Participants emphasized the critical need for effective communication and easy access to information about available programs and services. They highlighted the importance of better information dissemination through community centers and other channels to ensure that individuals can utilize necessary resources and better maintain their health and well-being. Clear and accessible information helps all community members stay informed and supported, building a more inclusive and connected community.

Survey Results

The La Puente LADAP community survey found that **Financial Well-being and Security, Affordable, Safe, & Accessible Housing, and Wellness & Fitness Resources** are very important to La Puente residents.

Survey Demographics

76 % of participants were female, and 24% male. 73% identified as Hispanic/Latino, and almost 80% identified as Hispanic/Latino and another race/ethnicity. About half of the participants were married, and one-third reported a high school diploma/GED as their highest education level. About a quarter are retired, and 15% are unemployed and looking for work. 65% reported a household income under $60,000.

124
Surveys responses collected

(**Note:** A data collection error affected the age and gender survey scores. Since the survey was distributed during listening sessions, town halls, and community forums, the age and gender scores were derived from the demographic data collected at those events.)

La Puente Community

About 60% of participants rated La Puente a good or better place to live as one ages and/or manages a disability/chronic illness. Most participants said it was important for them to stay in their homes and communities as they age and/or manage a disability or chronic illness. More than a quarter of participants use the La Puente Community Center, and about 40% use the La Puente Library.

Housing

More than half of participants own their own home, the other half rent. The average household count for participants is ~4. About half live with a family member, 37% with a spouse. Though only 15% had assistive equipment in their home, half of respondents said this equipment would make it easier to live in their home.

Health

More than a third of respondents rated their health as fair or poor. More than 90% have health insurance, but less than half said their current health care provider network meets their needs. About a quarter reported having a disability or chronic illness, and 19% use assistive equipment/ health devices like walkers and hearing aids. 19% also reported having trouble with activities of daily life due to a disability/chronic illness.

Caregiving

Just about one-third of participants are caregivers for a friend or family member with a disease or chronic illness. 20% receive some type of care and assistance in their homes. 37% said a family member helps them with activities of daily living, and about a quarter reported friends, family, and/or faith-based organizations provide help as caregivers.

Transportation

Just over 20% of participants said they lack reliable transportation. About 20% of respondents have difficulty leaving their homes and running errands due to a disability or chronic illness. A majority of participants drive themselves, and 13% use public transportation.

Social Participation

Half of the participants want to find more ways to meet people and be more socially active. Half reported they interact with others at least once a day, but 4% do not interact with others. 5% reported not having family or friends they interact with on a regular basis. 31% go to faith-based organizations, and 30% attend the community center to connect and be with others.

Civic Engagement and Volunteering

Almost half of participants want to find ways to volunteer in the community. Though 23% are unsure if they want to become an aging and disability advocate, 35% are interested in learning ways to advocate for older adults and people with disabilities.

Communication and Information

More than half of the participants seek information about the community from family or friends, while nearly half turn to the internet for the same purpose. 70% use the internet at least once a day, and just under half utilize email. Almost one-third of participants are unsure whether the community provides resources to assist caregivers.

Finances and Financial Wellbeing

More than half of participants are unsure whether the community has sufficient employment opportunities for people to work and make money. Only 19% believe the community has resources and programs that help people save money, and more than half are unsure if these types of resources exist.

Domain Livability

About half of the respondents rated each livability domain as very important, where health, fitness, and wellness resources earned the highest importance score (4.73). About 40% of participants rated housing in La Puente as Fair or Poor. Almost 80% of respondents rated outdoor spaces and buildings as Good or better. About a third of participants rated Civic Engagement opportunities and Employment in La Puente as Fair or Poor.

Livability Domains Ratings & Action Plan Priority Setting

Participants rated the importance and community quality of AARP and WHO Age-friendly Livability Domains. These ratings were converted into scores to identify priority domains in the action plan. The importance score was based on the average participant ratings (1-5 scale). The priority score was the reverse-coded average rating of community quality (1-5 scale). The urgency score combined importance and priority scores, indicating domains needing immediate action.

The analysis identified three key domains for the action plan:

1. Employment & Financial Well-being and Security

2. Affordable, Safe, and Accessible Housing

3. Health, Wellness, and Fitness Resources

THE AGE & ABILITY-FRIENDLY ACTION PLAN

Action Plan Priority Areas

The City of La Puente created seven priority areas for this first 3-year Local Aging and Disability Action Plan (LADAP) cycle based on the results from the survey, listening sessions, and feedback from other community engagement events. These priority areas align with the AARP's Eight Domains of Livability and the Five Goals from the State of California's Master Plan for Aging:

La Puente LADAP Priority Areas	Aligned AARP Domains	Aligned California MPA Goals
Transportation	Transportation	Affording Aging; Inclusion & Equity Not Isolation
Housing	Housing; Outdoor Spaces & Buildings	Housing for All Ages & Stages
Health & Wellness	Community & Health Services	Health Reimagined
Social Engagement & Inclusion	Social Participation; Respect & Social Inclusion	Inclusion & Equity Not Isolation
Information & Communication	Communication & Information	Inclusion & Equity Not Isolation
Economic & Financial Stability	Civic Participation & Employment	Affording Aging
Caregiving	Community & Health Services	Caregiving That Works

This plan provides one goal for each priority area with actionable and measurable strategies to help La Puente achieve each goal within the first 3-year cycle.

Mission and Values

Mission Statement

Our mission is to create an inclusive, equitable, and age & ability-friendly La Puente by empowering residents, fostering collaboration, and implementing innovative strategies that enhance accessibility, social connection, and quality of life for individuals of all ages and abilities.

Values Statements

1. **Inclusion:** We value our community's diversity and strive to create a welcoming environment where all residents, regardless of age or ability, can thrive.
2. **Equity:** We are committed to addressing systemic disparities and ensuring that resources, opportunities, and programs are accessible to all, particularly marginalized and underserved groups.
3. **Collaboration:** We believe in the power of partnerships and work collectively with residents, organizations, and policymakers to create sustainable solutions.
4. **Empowerment:** We aim to empower individuals through education, resources, and opportunities, enabling them to lead fulfilling, independent, and connected lives.
5. **Innovation:** We embrace creative approaches and adaptive strategies to address the evolving needs of our community.
6. **Sustainability:** We prioritize long-term impact and resilience, ensuring the success of age & ability-friendly initiatives for generations to come.

Action Plan Goals and Strategies

Transportation

Transportation emerged as a key concern during the listening sessions and survey responses, with residents emphasizing the need for accessible, reliable, and affordable transit options. Transportation is essential for maintaining independence, accessing healthcare, participating in social activities, and engaging with the broader community.

Goal: *Expand reliable, affordable, and accessible transportation options that meet the needs of older adults and individuals with disabilities, enhancing mobility and community engagement.*

Key Strategies
Collaborate with transit authorities and partners to expand the availability of accessible and modified vehicles (e.g. ramps, etc.) for older adults and residents with disabilities.
Collaborate with transit authorities and partners to expand bus route options, shuttle services, and/ or ride-share options for older adults, residents with disabilities, and caregivers.
Collaborate with transit authorities and partners to expand the availability of more free transportation options for older adults, residents with disabilities, and caregivers.
Pursue support and funding for a dedicated ADA-accessible bus/van for the Senior Center.

Importance and Impact

Improving transportation options ensures that residents can remain connected to essential services and community life, reducing isolation and cultivating independence. Accessible transit also supports caregivers, enabling them to better assist their loved ones. By addressing these challenges, the City strengthens its commitment to inclusivity and equity.

Housing

The listening sessions and survey results identified housing as a critical issue. Residents highlighted the high cost of living, long waiting lists for affordable housing, and the need for accessibility modifications to support aging in place.

Goal: *Increase the availability of affordable, accessible, and safe housing to support aging in place and promote independent living for residents of all ages and abilities.*

Key Strategies
Advocate for policies and create partnerships that incentivize the creation of affordable age & ability-friendly accessible housing.
Encourage landlords to make accessibility upgrades to properties through community recognition, grants, tax incentives, etc.
Host classes and/or community events that educate residents on ways to make their homes and living spaces safe and accessible for older adults and those with disabilities.
Promote City, County, & State programs and/or partnerships that can provide older adults and residents with disabilities with home accessibility modifications.
Create a City grant program to provide home accessibility modifications for older adults and residents with disabilities.

Importance and Impact

Addressing housing challenges ensures that older adults and individuals with disabilities can live safely and independently in their homes. Affordable and accessible housing reduces financial stress, promotes stability, and enhances the overall quality of life.

Health & Wellness

Health and wellness ensure residents of all ages and abilities can thrive. Listening session participants and survey respondents frequently emphasized the need for improved access to healthcare, mental health resources, and community wellness programs.

Goal: *Improve access to comprehensive health and wellness programs, including physical and mental health services, while addressing social determinants of health to enhance the quality of life for all residents.*

Key Strategies

- Develop and host more programs, resources, classes, and/or workshops on healthy aging topics.
- Create an age & ability-friendly resource guide to promote preventative healthcare habits and strategies.
- Host more physical activity classes and workshops tailored for intergenerational audiences and residents with different abilities.
- Develop and host mental health, mindfulness, and self-care resources, workshops, and classes for people of all ages and abilities at the Senior and Community Centers.
- Increase access to food programs and nutritional services that support the health and quality of life of older adults, those with disabilities, and caregivers.

Importance and Impact

Investing in health and wellness initiatives improves residents' quality of life and fosters a healthier, more connected community. By addressing mental health, physical activity, and healthcare access, the City demonstrates its commitment to equitable and inclusive well-being.

Social Engagement & Inclusion

Social participation and community engagement were recurring themes in the listening sessions and survey responses. Many residents emphasized the importance of combating isolation and creating opportunities for meaningful interactions among diverse groups, including older adults, youth, and individuals with disabilities.

Goal: *Foster a sense of belonging and inclusion by combating social isolation, promoting intergenerational interactions, and encouraging active participation in community life.*

Key Strategies

- Collaborate with local businesses and organizations to ensure buildings and outdoor spaces within the City are ADA-compliant and welcoming to older adults and residents with disabilities.
- Organize and/or host storytelling sessions where residents of different ages and abilities can come together and learn from each other's experiences, struggles, and strengths.
- Build a dedicated volunteer group to increase social interaction for older adults, residents with disabilities, caregivers, and residents of any age who experience social isolation.
- Encourage City departments and leaders to incorporate terms like age-friendly and ability-friendly into their program and initiative descriptions when appropriate.
- Plan and host an annual age & ability-friendly community resource event that brings together government entities, non-profit organizations, businesses, and residents and celebrates the La Puente community's age & ability-friendly assets, partnerships, and resources.

Importance and Impact

By promoting community engagement, the City can reduce social isolation, enhance residents' sense of belonging, and build a stronger, more connected community. Inclusive and intergenerational programming fosters mutual respect and understanding, ensuring all residents feel valued and supported.

Information & Communication

In listening sessions and surveys, access to clear, accessible, and multilingual information was highlighted as a critical need. Many residents expressed challenges learning about available programs and resources.

Goal: *Develop accessible, multilingual, and inclusive communication channels to share vital resources and engage residents effectively in community programs and services.*

Key Strategies

- Develop and host more hybrid social events, such as classes, talks, and community events, that connect people who are "home-based" to in-person community events.
- Develop digital literacy workshops for older adults and residents with disabilities on ways to build healthy and safe online habits and online information-seeking skills.
- Build a dedicated Senior Center webpage within the City of La Puente's website to promote center programs/services and other City, Los Angeles County, & State of California programs/services for older adults and residents with disabilities.
- Create intergenerational programming where young adults teach older adults technology skills.
- Develop a comprehensive online/digital hub/website that provides information on and links to regional aging, disability, & caregiving services, programs, resources, and community partnerships.
- Create a comprehensive annual age and ability-friendly community guide that catalogs regional aging & disability services, programs, and resources provided by local businesses, organizations, and City, County, and State services (Digital/online & paper versions).

Importance and Impact

Improving communication fosters equity by ensuring all residents can access the necessary resources regardless of language or digital proficiency. Enhanced information dissemination strengthens community engagement and a sense of connection to the broader community.

Economic & Financial Stability

Survey results and listening sessions underscored the financial challenges facing residents, including older adults and individuals with disabilities. Participants emphasized the need for job opportunities, financial literacy education, and support for caregivers.

Goal: *Strengthen financial security for older adults and individuals with disabilities through financial literacy programs, job training, and policies supporting economic equity.*

Key Strategies

- Host financial literacy workshops to educate residents of different ages, abilities, and experiences on money-saving strategies & habits and economic well-being.
- Develop entrepreneurial mentorship programs to support older adults, residents with disabilities, and caregivers who want to start a small business.
- Partner with local businesses and organizations to create flexible and accessible job opportunities for older adults, residents with disabilities, and informal caregivers.
- Create a City grant program to support businesses and organizations that provide flexible and accessible job opportunities for older adults, residents with disabilities, and informal caregivers.
- Increase access to programs and services that help older adults and residents with disabilities with medical bills and health-related expenses.

Importance and Impact

Promoting financial stability enhances residents' independence and quality of life. The City demonstrates its commitment to equity and inclusion by addressing economic barriers and supporting caregivers, ensuring all residents can thrive economically.

Caregiving

Caregiver support was frequently mentioned in listening sessions as a critical issue. Caregivers often face emotional, physical, and financial challenges, yet their contributions are vital for the well-being of older adults and individuals with disabilities.

Goal: *Provide accessible resources, education, and support for caregivers to enhance their capacity and ensure equitable caregiving opportunities.*

Key Strategies

- Develop and host classes and workshops on safe and effective caregiving strategies for informal caregivers (e.g. family, friends, & neighbors).
- Create caregiver peer support groups where caregivers can share strategies & resources and build social connections.
- Increase the availability of accessible respite care options for informal (family/friend) caregivers.
- Advocate for fair wages and supportive resources for caregivers.
- Advocate for social and economic resources for informal caregivers like family members and friends.
- Partner with Village Movement California and residents to create a La Puente "Village," a resident-operated non-profit organization that coordinates neighbor volunteers helping older adults and disabled neighbors live in their homes and stay connected to their communities.

Importance and Impact

Supporting caregivers ensures care sustainability for older adults and individuals with disabilities. By addressing their needs, the City strengthens the entire community and fosters an environment of mutual support and respect.

ACTION PLAN MATRIX

Priority Area & Goal		Recommended Strategies	Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
Transportation	1	Collaborate with transit authorities and partners to expand the availability of accessible and modified vehicles (e.g. ramps, etc.) for older adults and residents with disabilities.	Number of meetings with transit authorities; Number of vehicles in use; Percentage increase in accessible vehicle availability	2	+
Expand reliable, affordable, and accessible transportation options that meet the needs of older adults and individuals with disabilities, enhancing mobility and community engagement.	2	Collaborate with transit authorities and partners to expand bus route options, shuttle services, and/ or ride-share options for older adults, residents with disabilities, and caregivers.	Number of meetings with transit partners; Number of route expansions or service additions; Resident satisfaction rates with transportation services	2	+
	3	Collaborate with transit authorities and partners to expand the availability of more free transportation options for older adults, residents with disabilities, and caregivers.	Number of advocacy communications sent; Number of free transportation services introduced; Number of residents using free options	1	+
	4	Pursue support and funding for a dedicated ADA-accessible bus/van for the Senior Center.	Number of funding opportunities identified; Number of grant applications submitted; Amount of funding secured; Timeline for ADA bus acquisition	3	+
Housing	1	Advocate for policies and create partnerships that incentivize the creation of affordable age and ability-friendly accessible housing.	Number of advocacy opportunities or meetings; Number of policies introduced/planned; Number of developers engaged; Number of funding opportunities identified	3	✓

Priority Area & Goal		Recommended Strategies	Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
Increase the availability of affordable, accessible, and safe housing to support aging in place and promote independent living for residents of all ages and abilities.	2	Encourage landlords to make accessibility upgrades to properties through community recognition, grants, tax incentives, etc.	Number of landlords engaged; Number of properties upgraded; Community recognition events held	2	+
	3	Host classes and/or community events that educate residents on ways to make their homes and living spaces safe and accessible for older adults and those with disabilities.	Number of classes hosted; Number of community partner organizations engaged; Attendance rates	1	✓
	4	Promote City, County, & State programs and/or partnerships that can provide older adults and residents with disabilities with home accessibility modifications.	Number of programs identified & promoted; Number of residents served	1	✓
	5	Create a City grant program to provide home accessibility modifications for older adults and residents with disabilities.	Number of meetings/ conversations with City leadership; Number of funding opportunities identified; Number of grants awarded; Number of homes modified	3	+
Health & Wellness.	1	Develop and host more programs, resources, classes, and/or workshops on healthy aging topics.	Number of organizations, partner educational institutions/schools, and facilitators identified/engaged; Number of programs hosted; Attendance rates	1	✓
	2	Create an age- and ability-friendly resource guide to promote preventative healthcare habits and strategies.	Number of resources identified; Number of community partnerships formed; Number of experts/ professionals engaged/ consulted	2	+

Priority Area & Goal		Recommended Strategies	Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
Improve access to comprehensive health and wellness programs, including physical and mental health services, while addressing social determinants of health to enhance the quality of life for all residents.	3	Host more physical activity classes and workshops tailored for intergenerational audiences and residents with different abilities.	Number of classes planned/hosted; Diverse types of class/workshop offerings; Number of youth organizations engaged	1	✓
	4	Develop and host mental health, mindfulness, and self-care resources, workshops, and classes for people of all ages and abilities at the Senior and Community Centers.	Number of classes planned/ hosted; Number of educational/professional partners engaged; Number of community members served	1	✓
	5	Increase access to food programs and nutritional services that support the health and quality of life of older adults, those with disabilities, and caregivers.	Number of programs and services available; Improved promotional/marketing efforts for existing programs	2	+
Social Engagement & Inclusion	1	Collaborate with local businesses and organizations to ensure buildings and outdoor spaces within the City are ADA-compliant and welcoming to older adults and residents with disabilities.	Number of businesses engaged; Number of ADA improvements identified; Number of community members consulted/ surveyed	2	✓
Foster a sense of belonging and inclusion by combating social isolation, promoting intergenerational interactions, and encouraging active participation in community life.	2	Organize and/or host storytelling sessions where residents of different ages and abilities can come together and learn from each other's experiences, struggles, and strengths.	Number of planning meetings held; Number of facilitators identified/engaged; Number of sessions hosted	1	✓
	3	Build a dedicated volunteer group to create more social interaction for older adults, residents with disabilities, caregivers, and residents of any age who experience social isolation.	Number of volunteers recruited; Number of organizations engaged	3	+

Priority Area & Goal	Recommended Strategies		Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
	4	Encourage City departments and leaders to incorporate terms like age-friendly and ability-friendly into their program and initiative descriptions when appropriate.	Number of departments engaged, Number of programs updated with inclusive age- and ability-positive language	1	✓
	5	Plan and host an annual age- and ability-friendly community resource event that brings together government entities, non-profit organizations, businesses, and residents and celebrates the La Puente community's age- and ability-friendly assets, partnerships, and resources.	Formation of a planning committee; Number of planning meetings held; Number of communications with community partners & City Departments	2	+
Information & Communication	1	Develop and host more hybrid social events like classes, talks, and community events that connect " home-based " residents to in-person community events.	Needed equipment/tools identified; Number of hybrid events hosted, Attendance rates	1	+
Develop accessible, multilingual, and inclusive communication channels to share vital resources and engage residents effectively in community programs and services.	2	Develop digital literacy workshops for older adults and residents with disabilities on ways to build healthy and safe online habits and online information-seeking skills.	Number of educational partners engaged/consulted; Survey residents on technology needs	1	✓
	3	Build a dedicated Senior Center webpage within the City of La Puente's website to promote center programs/services and other City, Los Angeles County, & State of California programs/services for older adults and residents with disabilities.	Number of programs/ resources identified; Number of community partners engaged; Number of County and State aging service organizations engaged	2	+

Priority Area & Goal	Recommended Strategies		Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
	4	Create intergenerational programming where young adults teach older adults technology skills.	Number of educational partners engaged; Number of youth organizations engaged	2	✓
	5	Develop a comprehensive online/ digital hub/website that provides information on and links to regional aging, disability, & caregiving services, programs, resources, and community partnerships.	Number of programs/ resources identified; Number of community partners engaged; Number of County and State aging service organizations engaged	3	+
	6	Create a comprehensive annual age- and ability-friendly community guide that catalogs regional aging & disability services, programs, and resources provided by local businesses, organizations, and City, County, and State services (Digital/ online & paper versions).	Number of regional and local services & partners identified; Number of sponsors identified/engaged	2	+
Economic & Financial Stability	1	Host financial literacy workshops to educate residents of different ages, abilities, and experiences on money-saving strategies & habits and economic well-being..	Number of workshops hosted; Attendance rates; Number of financial professionals engaged/ consulted	1	✓
Strengthen financial security for older adults and individuals with disabilities through financial literacy programs, job training, and policies supporting economic equity.	2	Develop entrepreneurial mentorship programs to support older adults, residents with disabilities, and caregivers who want to start a small business.	Number of mentors recruited; Number of mentorship sessions planned/hosted; Number of business opportunities identified	3	+
	3	Partner with local businesses and organizations to create flexible and accessible job opportunities for older adults, residents with disabilities, and informal caregivers.	Number of businesses engaged; Number of job opportunities created; Resident satisfaction with employment options; Number of funding sources identified	3	✓

Priority Area & Goal	Recommended Strategies		Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
	4	Create a City grant program that supports businesses and organizations that provide flexible and accessible job opportunities for older adults, residents with disabilities, and informal caregivers.	Number of funding opportunities identified/ pursued; Number of community partners engaged	3	+
	5	Increase access to programs and services that help older adults and residents with disabilities with medical bills and health-related expenses.	Number of programs and services available; Improved promotional/marketing efforts for existing programs; Number of free health fairs and clinics available to the community	2	✓
Caregiving	1	Develop and host classes and workshops on safe and effective caregiving strategies for informal caregivers (e.g. family, friends, & neighbors).	Number of workshops hosted; Number of caregivers consulted; Number of planning sessions w/ community input hosted, Attendance rates	1	✓
Provide accessible resources, education, and support for caregivers to enhance their capaCity and ensure equitable caregiving opportunities for all.	2	Create caregiver peer support groups where caregivers can share strategies & resources and build social connections.	Number of community members consulted; Number of support groups created; Attendance rates	2	✓
	3	Increase accessible respite care options for informal (family/friend) caregivers.	Number of respite care programs identified; Number of caregivers served	3	+
	4	Advocate for fair wages and supportive resources for caregivers	Number of advocacy communications sent; Community engagement efforts planned/hosted	1	✓
	5	Advocate for social and economic resources for informal caregivers like family members and friends.	Number of advocacy events held; Types of needed resources identified	3	✓

Priority Area & Goal	Recommended Strategies		Indicators	Phase/ Timeframe (Years)	Resource Status (✓= Current, + = Additional Needed)
	6	Partner with Village Movement California and local residents to create a La Puente "Village," a resident-operated non-profit organization that coordinates neighbor volunteers helping older adult and disabled neighbors live in their homes and stay connected to their communities.	Number of partnership meetings held; Number of residents engaged; Number of community feedback events planned/hosted; Funding opportunities identified	2	✓

PLAN MANAGEMENT AND SUSTAINABILITY

Monitoring and Evaluation Plan

1 Establish an Advisory Council

The City of La Puente Community Services Department, in collaboration with the Office of the City Manager, will form a LADAP Advisory Council to monitor, evaluate, and oversee the implementation of this plan. The council will:

- Include representatives from City leadership, local organizations, and community stakeholders.
- Meet quarterly to review progress and evaluate outcomes.
- Develop annual reports highlighting achievements, challenges, and recommendations.
- Ensure alignment with community priorities and the California Master Plan for Aging goals.

2 Assign Roles and Responsibilities

The LADAP Advisory Council will designate key stakeholders, organizations, and City departments as leads or collaborators for each strategy. This ensures accountability and efficient coordination across initiatives.

- **Example:** The Community Services Department will lead digital literacy workshops with support from local technology nonprofits and volunteer groups.

3 Identify Resources and Partnerships

The committee will work with stakeholders to secure funding, facilities, and resources while building partnerships with external organizations. Collaborators may include:

- Los Angeles County agencies, local nonprofits, and neighboring cities.
- Educational institutions like local high schools for intergenerational programming.
- Private sector partners to support job creation and housing initiatives.

4 Ensure Accessibility and Inclusivity

To reach all residents effectively, the La Puente LADAP program, the City of La Puente, and the Monitoring and Evaluation Committee will prioritize accessibility and inclusion in all programs and materials:

- Translate program collateral, such as flyers, websites, and reports, into the City's most spoken languages, including Spanish and Mandarin.
- Ensure program venues and communications are ADA-compliant and accessible to individuals with disabilities.
- Promote accessibility resources, such as interpreters or captioning services, at events and meetings.

5 **Embed DEI Strategies and Tactics**

The committee will implement Diversity, Equity, and Inclusion (DEI) principles in all programs and services to reflect the City's commitment to equitable practices.

- Collaborate with local organizations serving underrepresented groups to ensure diverse participation.
- Regularly assess program designs to ensure they address cultural, generational, and ability-related needs.
- Offer training for staff and stakeholders on inclusive practices and equitable engagement strategies.

6 **Refine Metrics and Milestones**

The LADAP Advisory Council will guide the development of clear metrics and measurable milestones for each strategy.

- Example: For "Develop digital literacy workshops," milestones include hosting five workshops within the first six months and reaching 100 participants annually.

7 **Develop a Monitoring and Evaluation Plan**

The committee will establish processes for tracking progress, gathering feedback, and making necessary adjustments. This includes:

- Conducting quarterly reviews of strategy implementation.
- Incorporating stakeholder feedback to refine ongoing efforts.

8 **Adapt Strategies Based on Community Needs**

The committee will maintain flexibility in responding to changing community priorities and needs:

- Use feedback from surveys, focus groups, and listening sessions to identify areas requiring improvement or additional support.
- Adjust or revise strategies to better align with the evolving needs of La Puente residents.
- Ensure that revised strategies remain grounded in the principles of accessibility, equity, and inclusion.

Conclusion

The City of La Puente Community Services Department and the Office of the City Manager will ensure the integration of this plan into City's priorities. By fostering collaboration across stakeholders, embedding DEI principles, ensuring accessibility, and maintaining flexibility, the City is well-positioned to advance the well-being of older adults and individuals with disabilities while building an inclusive and thriving community for all residents.

APPENDIX ONE – COMMUNITY PARTNERS

La Puente LADAP Community Partner List			
Name of Organization	**Organization Website**	**Current**	**Potential**
AARP California	https://states.aarp.org/california/	X	
Active SGV (Active San Gabriel Valley)	https://www.activesgv.org/		X
Arboleda Senior Apartments	https://www.arboledaseniorapts.com/	X	
Assisted Living Magazine	https://assistedlivingmagazine.com/	X	
Basset Unified School District	https://www.bassettusd.org/	X	
California Community Colleges Educators of Older Adults (CCCEOA)	https://sway.cloud.microsoft/tNZzstHMCa8ZOSSc?ref=Link		X
Chase Bank	https://locator.chase.com/ca/la-puente/	X	
City of La Puente Development Services Department	https://lapuente.org/development-services/	X	
City of La Puente Public Safety Services Department	https://lapuente.org/public-safety/	X	
City of La Puente Senior Center	https://lapuente.org/community-services/	X	
Del Haven Community Center	https://delhavencommunitycenter.org/	X	
Grace F Napolitano - US Representative	https://bioguide.congress.gov/search/bio/	X	
Hacienda La Puente Unified School District SELPA Department	https://www.hlpschools.org/district/education-services-division/	X	
Happy 50+	https://happy50plus.org/english/	X	
Hilda Solis – Los Angeles County Board of Supervisors	https://lacounty.gov/government/board-of-supervisors/hilda-l-solis/	X	
La Puente Adult Day Health Care	https://www.yelp.com/biz/la-puente-adult	X	
La Puente Community Foundation	https://www.lapuentecommunityfoundation.org/		X
La Puente Valley Women's Club	https://www.facebook.com/LaPuenteValleyWomansClub/	X	
Lisa Calderon - Assembly Member	https://a56.asmdc.org/	X	
Los Angeles Alliance for Community Health and Aging	https://laacha.org/		X

Los Angeles County Commission for Older Adults	https://ad.lacounty.gov/commissions/laccoa/		X
Los Angeles County Commission on Disabilities	https://ad.lacounty.gov/commissions/laccod/		X
Los Angeles County Department of Aging and Disabilities	https://ad.lacounty.gov/	X	
Mt San Antonio College: Disabled Students Department	https://www.mtsac.edu/access/	X	
My SGV (My San Gabriel Valley)	https://mysgv.net/		X
New York Life Insurance	https://www.newyorklife.com/	X	
Purposeful Aging Los Angeles	https://www.purposefulagingla.com/	X	
San Gabriel Valley Training Center	https://locator.lacounty.gov/dcfs/Location	X	
San Gabriel/Pomona Regional Center	https://www.sgprc.org/	X	
Simple Solutions Psychotherapy	https://simplepsychotherapy.com/	X	
Special Olympics Southern California	https://sosc.org/	X	
Sunny Garden Apartments	https://www.sunnygardenapts.com/	X	
The Boys and Girls Club of West San Gabriel Valley	https://wsgvbgc.org/	X	
The Roland Center	https://www.therolandcenter.org/	X	
The San Gabriel Valley Community Land Trust	https://www.sangabrielvalleyclt.org/		X
Volunteers of America	https://www.voa.org/	X	
YMCA San Gabriel Valley	https://wsgvymca.org/	X	

10

APPENDIX TWO

COMMUNITY RESEARCH *RESULT REPORT*

EXECUTIVE SUMMARY

Results from the La Puente community forums, listening sessions, and LADAP survey provide a detailed overview of the needs and priorities of residents, particularly older adults and those with disabilities. The survey reveals that 60% of participants rated La Puente as a good place to live, highlighting the importance of staying in their homes and communities as they age. Affordable, safe, and accessible housing was an important issue for participants, with an equal split between homeowners and renters. Fifteen percent of participants reported having assistive equipment like ramps and grab bars in their homes.

Health concerns are prominent, with over a third rating their health as fair or poor. Despite 90% having health insurance, less than half feel their healthcare network meets their needs. Disabilities and chronic illnesses affect a portion of respondents, impacting daily activities for many.

Transportation is a challenge, with over 20% lacking reliable options. Social participation is desired, with half seeking more interaction opportunities. Four percent reported no regular social contact. Civic engagement interest was high, with nearly half wanting to volunteer. Financial insecurity was evident, with uncertainty about job opportunities and savings resources.

The community forums and listening sessions highlighted four key areas for improvement:

- **Community Centers and Social Engagement:**
  These centers offer vital services such as meals, exercise programs, and social activities. Enhancing the variety and accessibility of activities in these centers can significantly improve social engagement, reduce isolation, and foster friendships.

- **Transportation:**
  Reliable and accessible transportation services, including "Dial a Ride" and public transportation with ramps, are essential for maintaining independence and community participation. There is a need for transportation services that are more available and with patient drivers.

- **Affordable, Safe, and Accessible Housing:**
  The high cost of living and long waiting lists for affordable housing are significant concerns. Increasing affordable housing availability and incorporating accessibility features like ramps, grab bars, and adherence to ADA standards are critical for the independence and well-being of older adults and people with disabilities.

- **Information and Communication:**
  Effective communication and easy access to information about available programs and services are vital. Improving information dissemination through community centers and other channels will help residents utilize necessary resources for maintaining their health and well-being.

The survey identified three key livability domains for the action plan to address:

Employment & Financial Wellbeing

Affordable, Safe, and Accessible Housing

Health, Wellness, and Fitness Resources

These areas are crucial for enhancing community livability.

Demographically, the majority of participants identified as Hispanic/Latino, with a significant number of households reporting annual incomes below $60,000—substantially lower than Los Angeles County's median income of $87,760. The survey underscores the need for targeted interventions to address the community's pressing issues, improve overall quality of life, and ensure a supportive, inclusive environment for all residents. Addressing housing, transportation, security, accessibility, employment, health services, and community engagement will be essential in meeting the needs of older adults and people with disabilities in La Puente.

TABLE OF CONTENTS

COMMUNITY FORUM AND LISTENING SESSION ANALYSIS

Summary of Public Forums and Listening Sessions

Community Centers and Services:
- Vital for wellbeing, offering meals, exercise programs, and social activities.
- Need for more activities and better information dissemination.
- Help build friendships, develop social skills, and keep individuals active.

Transportation:
- Reliable and accessible services like "Dial a Ride" are crucial.
- Essential for accessing services, participating in activities, and maintaining independence.
- Emphasis on public transportation, special buses, and frequent availability.
- Need for transportation options that include ramps and patient drivers.

Security and Safety:
- Concerns about safety, particularly after dark.
- Need for increased security measures on public premises.
- More patrols and better security in public places like shopping centers.

Accessibility and Safety Features in Housing:
- Essential for older adults and people with disabilities.
- Features like ramps, grab bars, wheelchair accessible entrances, and handrails in bathrooms are crucial.
- Homes should meet ADA standards and include safety measures like alarms and camera security.

Affordable Housing:
- High cost of living and low wages make affordable housing a critical need.
- Need for more low-income senior apartments and public funded housing.
- Long waiting lists for affordable housing highlight the urgent need for more options.

Communal Spaces and Socializing:
- Important for a sense of community and combating isolation.
- Suggestions for affordable communal spaces, onsite case managers, and collective transportation options.
- Need for flexible living spaces with access for people with disabilities.

Staying in Current Living Situation:
- Stability and comfort of current homes are extremely important.
- Familiar environments allow necessary adjustments for changing needs.
- Importance of a supportive living environment with access to safe caregiving.

Community Engagement and Resources:
- Participation in community activities and access to essential services like healthcare, financial services, and food are vital.
- Need for educational resources and courses at senior centers.

Employment and Financial Stability:

- Employment is critical for managing the cost of living and boosting self-esteem.
- Need for job opportunities, especially parttime roles, for older adults and people with disabilities.
- Employment helps individuals stay active and engaged, promoting overall health.

Health and Wellness Services:

- Access to comprehensive health and wellness services is essential.
- Need for health fairs, easy access to medications, regular checkups, and follow-up appointments.
- Mental health services and educational workshops on aging are crucial.

Food Assistance:

- Access to affordable food programs, food delivery services, and meal preparation assistance is essential.
- Ensures nutritional needs are met for individuals with disabilities.

Information and Communication:

- Need for better dissemination of information about available programs and services.
- Effective communication is vital for reducing isolation and fostering a supportive community environment. Providing clear, accessible information and ensuring the reliability of services is essential.

These themes underscore the importance of addressing housing, transportation, security, accessibility, employment, health services, and community engagement to enhance the wellbeing of older adults and people with disabilities.

Themes from Forum & Listening Session Questions & Responses

How is your community good for older adults and people with disabilities?	
Community Centers and Services	Participants discussed Community Centers and Services as vital for the well-being of older adults and people with disabilities. Senior centers and community centers offer essential services, including meals, exercise programs, and social activities. These centers play a crucial role in helping individuals build friendships, develop social skills, and stay active. Participants appreciate the services provided by these centers but also expressed a desire for more activities and improved availability of information to improve their use of the centers and services.
Transportation	Participants emphasized the need for reliable and accessible transportation services. Participants frequently mentioned services like "Dial a Ride" and the importance of more transportation options for those with mobility issues. Improved transportation services would ensure that all community members, especially those with disabilities, can access essential services, participate in activities, and maintain their independence. Reliable transportation is fundamental to enhancing mobility and ensuring full engagement in community life.
Security and Safety	Security and Safety are significant concerns for participants. Many expressed worries about the lack of safety, particularly after dark, and the need for increased security measures on public premises. There is a call for more patrols and better security in shopping centers and other public places to ensure residents feel safe. Addressing these safety concerns is essential for fostering a secure and comfortable environment for more vulnerable members of the community.
What kind of homes or apartments do older adults and people with disabilities need?	
Accessibility and Safety Features	Accessibility and Safety Features are essential for housing older adults and individuals with disabilities. The need for features such as ramps, grab bars, wheelchair-accessible entrances, and handrails in bathrooms was frequently mentioned. Ensuring homes are fully accessible or meet ADA standards is crucial for the safety and independence of residents. Additionally, having safety measures like alarms and camera security is highlighted to create a secure living environment.

Affordable Housing and Wait List Availability	Affordable Housing was an important concern for participants who expressed the need for more low-income senior apartments and public-funded housing. The high cost of living and low wages make it difficult for many to afford rent. Participants want housing that accommodates older adults and low-income families, with single-floor apartments and accessible amenities. Affordable housing is vital for reducing financial stress and ensuring stable living conditions. Waiting Lists and Availability pose a major challenge, with waiting lists for affordable housing extending up to 10 years. This highlights the urgent need for more housing options to meet the growing demand and reduce the long wait times for those in need.
Communal Spaces and Socializing	Participants discussed Communal Spaces and Socializing as important for a sense of community and combating isolation. Affordable communal spaces for socializing, on-site case managers, and collective transportation options were suggested to enhance social interaction and support among participants. Flexible living spaces with access for people with disabilities, like single-floor layouts or elevators, a.
What kind of changes, if any, does your current home or apartment need to help you live there as you get older?	
Affordable Housing	Affordable Housing was an important concern for participants. There is a call for lower rents, affordable options for mid-income individuals, and cheaper houses or apartments. The high cost of living and rent poses a major challenge for older adults, making affordable housing a critical need for financial stability and quality of life.
Accessibility	Accessibility is another crucial theme, focusing on the need for homes and facilities that cater to the physical needs of older adults and individuals with disabilities. This includes accessible restrooms, wheelchair ramps, and better overall accessibility. The need for special apartments without rugs and stairs is highlighted to ensure safety and mobility. Properly designed accessible housing enables individuals to live independently and safely.
Specialized Housing for Older People	Specialized Housing for Older People is also a key focus. Participants discussed the importance of building apartments specifically for older adults, complete with activities and community engagement opportunities. Retirement homes that provide access to essential services like cafeterias, medical centers, and nursing care are seen as vital. Such specialized housing options foster a sense of community, reduce isolation, and provide necessary support for older adults to live comfortably and actively.

What kinds of transportation do older people and people with the disabilities need?	
Accessible and Special Vehicles	Accessible and Special Vehicles are essential for accommodating people with disabilities. The community emphasizes the need for accessible vehicles, buses with elevator ramps, and special vehicles equipped with ramps. Ensuring that transportation options are accessible allows individuals with disabilities to maintain their independence and participate fully in community life. This includes transportation that fits the specific needs of those with physical challenges, making mobility easier and safer.
Frequent Availability and Convenience	Frequent Availability and Convenience is another critical theme. Residents express the need for transportation services that are available 24 hours a day, seven days a week. A participant recommended developing an app or a dedicated phone number for public transportation, ensuring convenient pickups, and easy scheduling. Having transportation options that are always available enhances the ability of community members to access essential services, attend appointments, and engage in social activities without time constraints.
Affordable and Free Transportation	Affordable and Free Transportation was discussed. Some participants call for more free transportation options, including coupons for free Uber and Lyft rides based on disability or age, not income. The desire for affordable or free transportation services reflects the financial constraints many residents face. Providing free and reliable rides helps reduce the economic burden on older adults and individuals with disabilities, ensuring they can access necessary services and maintain a good quality of life.
What kinds of transportation options does your community have for older adults and people with disabilities?	
Public and Dial-a-Ride Services	Public transportation, including local buses and special services like "The Link" and buses with frequent intervals, were frequently discussed. Dial-a-ride services are also highlighted as vital for those who need more personalized transportation options. These services are essential for ensuring that residents, particularly older adults and those with disabilities, can travel to necessary destinations efficiently and conveniently.
Accessibility and the Need for Ramps	Accessibility remains a significant concern, with repeated mentions of the need for transportation options that include ramps and cater to those with mobility issues. Ensuring that buses and other transportation services are equipped with ramps and are patient driver-friendly is critical to accommodating the needs of all community members. Accessible transportation options are crucial for maintaining the independence and mobility of older adults and individuals with disabilities.

Information and Reliability of Services	There is a clear need for more information about available transportation services within the community. Participants expressed a desire for better dissemination of information through community centers and other channels. Providing clear, accessible information and ensuring the reliability of these services are essential for the community's well-being.
What kind of health services do older adults and people with disabilities need?	
Access to Information and Services	Ensuring that community members have easy access to information about available programs and services is essential. There is a strong emphasis on the need for preventative health care and making knowledge about services more known and accessible to the public. This access to information helps individuals utilize the resources they need to maintain their health and well-being effectively.
Communication and Social Interaction	Effective communication is vital for the well-being of community members. There is a need for social groups, exercise groups, and accessible communication channels to help individuals stay connected and engaged. Providing opportunities for social interaction and accessible having people to communicate with are crucial for reducing feelings of isolation and fostering a supportive community environment.
Mental Health Resources and Health Education	Addressing mental health needs and providing education on aging are critical components. Services for mental health and depression, along with therapy options, are important for maintaining mental well-being. Additionally, educational classes on topics such as nutrition and aging help individuals manage their health proactively. Training staff and ensuring they pay close attention to the needs of seniors at centers also enhance the overall support system.
How can communities help older adults and people with disabilities stay healthy?	
Activities and Socialization	Providing free activities and social classes is essential for helping individuals develop social skills and stay engaged. Initiatives such as fitness classes, walking or exercise groups, and programs in parks can significantly enhance the social lives of older adults and individuals with disabilities. Regularly offering diverse activities, including workshops, conversations, cooking, painting, and bingo, creates opportunities for meaningful interactions and personal growth.

Community Engagement and Volunteering	Encouraging community participation and fostering a sense of fellowship are vital for building a supportive environment. Promoting good neighbor awareness, organizing volunteer opportunities, and including older adults in community activities strengthen social bonds and create a sense of belonging. Effective communication through media about available activities and community leaders can help increase participation and ensure that everyone is informed about events and opportunities.
Health and Wellness Services	Ensuring access to comprehensive health and wellness services is critical for the well-being of older adults and people with disabilities. Health fairs offering informative services, easy access to medications, regular checkups, and follow-up appointments are essential components of a robust support system. Mental health services are also crucial for helping individuals understand the aging process and maintain their mental well-being. By prioritizing health and wellness, the community can better support its members' overall quality of life.
What kind of caregiving options do you think older adults and people with disabilities need?	
Transportation and Accessibility	Transportation is a frequently discussed need, with a strong emphasis on the importance of providing reliable transport to doctor's appointments, activity centers, grocery stores, and social gatherings. Additionally, ensuring that public spaces comply with ADA requirements and include accessible features such as ramps, ADA toilet seats, and comfortable bathroom stalls is critical. These measures ensure that individuals with disabilities can move freely and access essential services and social activities.
Care Services	The need for comprehensive care services is another significant theme. This includes at-home care aimed at improving patients' disabilities, adult daycare, and night and overnight assistance. Low-cost options for private pay care are also highlighted as necessary to make these services accessible to all. Ensuring that people with disabilities have easy access to caregiving services is essential for their well-being and independence.
Food and Health Services	Access to affordable food programs, food delivery services, and meal preparation assistance is essential for supporting the nutritional needs of individuals with disabilities. Additionally, health and wellness services such as massage, physical therapy, and personal hygiene support were discussed. Educational workshops to raise awareness about caregiving options further enhance the community's ability to care for its members. These services ensure that individuals receive the comprehensive support they need to maintain their health and quality of life.

How important is it for older adults and people with disabilities to have the opportunity to work and make money?	
Employment for Income and Cost of Living	Employment is critical for managing the increasing cost of living. Participants emphasized the need for job opportunities, especially part-time roles, for older adults and people with disabilities. Having multiple programs to facilitate earning an income helps address financial needs and provides security for the future. Ensuring that jobs are accessible and suitable for individuals' capacities is essential for financial stability and well-being.
Self-Esteem and Independence	Employment plays a vital role in boosting self-esteem and fostering a sense of independence among older adults and people with disabilities. Having appropriate jobs allows individuals to feel useful and confident, contributing positively to their mental health. The ability to earn an income and be productive enhances their self-worth and supports their autonomy.
Staying Active and Engaged	Being employed or involved in community activities helps individuals stay active and engaged. Jobs provide a distraction and a way to occupy oneself physically and mentally, promoting overall health. Employment also fosters a sense of belonging and inclusion, making individuals feel like part of the community and society. This engagement is crucial for maintaining mental and physical health, as it motivates individuals to stay healthy and connected.
What programs and services help older adults and people with disability save money?	
Housing and Food Assistance	Affordable housing and access to free food programs are important resources for participants. Many residents express concerns over long waiting lists for housing assistance programs like Section 8 and the difficulty in accessing low-cost housing. Ensuring that individuals have a stable place to live and access to nutritious food is fundamental for their well-being and stability.
Access to Information and Programs	There is a significant need for better dissemination of information about available programs and services. Residents want easier ways to learn about and access programs such as Cal Fresh, veteran benefits, and other social services. Partnering with hospitals and other community organizations to provide this information could be effective. Having comprehensive knowledge of these resources empowers individuals to take full advantage of the support available to them.
Support with Medical Bills and Financial Education	Assistance with medical and hospital bills is a crucial concern, particularly for low-income individuals. Additionally, providing financial education through budgeting classes and promoting opportunities can help residents manage their finances more effectively. Access to affordable medical services and educational resources ensures that individuals can maintain their health and financial stability, reducing stress and improving overall quality of life.

Top Four Themes from Listening Sessions and Community Forum

Community Centers and Social Engagement

Community centers and the services they offer, such as meals, exercise programs, and social activities, were seen as vital for the well-being of older adults and people with disabilities. There was a strong desire for more activities and improved availability of information about these services. Social engagement through community activities helps build friendships, develop social skills, and reduce isolation. The importance of creating communal spaces and opportunities for social interaction was frequently highlighted.

Transportation

Reliable and accessible transportation services were a major topic of discussion. Participants highlighted the importance of services like "Dial a Ride," public transportation, and special buses equipped with ramps. Transportation is essential for accessing essential services, participating in community activities, and maintaining independence. The need for transportation options that are available 24/7, with patient drivers, and include clear information dissemination was also emphasized.

Affordable, Safe, and Accessible Housing

Participants emphasized the critical need for affordable housing options, including low-income senior apartments and public-funded housing. The high cost of living and long waiting lists for affordable housing were significant concerns. Additionally, the need for accessible housing features like ramps, grab bars, wheelchair-accessible entrances, and adherence to ADA standards was frequently mentioned. Ensuring homes are safe and accessible is vital for the independence and well-being of older adults and people with disabilities.

Information and Communication

Participants emphasized the critical need for effective communication and easy access to information about available programs and services. They highlighted the importance of better dissemination of information through community centers and other channels to ensure that individuals can utilize necessary resources for maintaining their health and well-being. Clear and accessible information helps all community members stay informed and supported, fostering a more inclusive and connected community.

Closing Summary of Key Themes from Listening Sessions and Community Forums

The community forums and listening sessions provided insightful discussions on the critical needs and concerns of older adults and people with disabilities, highlighting the following key themes:

Community Centers and Services

Participants discussed the importance of community centers and services as essential support hubs for older adults and individuals with disabilities. These centers offer meals, exercise programs, and social activities that are crucial for fostering friendships, developing social skills, and promoting an active lifestyle. While the services provided by these centers are appreciated, participants expressed a desire for more diverse activities and improved access to information. Enhancing the availability and variety of programs can significantly improve the utilization of these centers, thus better serving the community's needs.

Transportation

Reliable and accessible transportation emerged as a fundamental necessity. Participants frequently mentioned services like "Dial a Ride," highlighting the need for more transportation options tailored to those with mobility issues. Accessible transportation ensures that community members can access essential services, participate in social activities, and maintain their independence. The discussion emphasized the importance of transportation services that are available 24/7, equipped with ramps, and facilitated by patient drivers. Such services are vital for enhancing mobility and ensuring full engagement in community life.

Information and Communication

Effective communication and easy access to information about available programs and services are vital. Better dissemination of information through community centers and other channels can help individuals utilize the resources they need to maintain their health and well-being. Ensuring clear and accessible information helps all community members stay well-informed and supported.

Accessible, Safe, and Affordable Housing

Housing accessibility and affordability were significant themes. Participants stressed the need for housing with features such as ramps, grab bars, wheelchair-accessible entrances, and handrails in bathrooms to ensure safety and independence. Homes that meet ADA standards and include safety measures like alarms and security cameras security are important. Additionally, affordable housing remains a major concern due to the high cost of living and low wages. There is a pressing need for more low-income senior apartments and public-funded housing to reduce financial stress and ensure stable living conditions. The challenge of long waiting lists for affordable housing options further exacerbates the issue, highlighting the urgent need for more housing availability.

Communal Spaces and Socializing

The importance of communal spaces for socializing and combating isolation was emphasized. Affordable communal spaces, on-site case managers, and collective transportation options were suggested to enhance social interaction and support among participants. Flexible living spaces with single-floor layouts or elevators were also discussed to increase building accessibility and to accommodate disabilities. Creating such environments fosters a sense of community and reduces isolation, promoting overall well-being.

Community Engagement and Resources

Active participation in community activities and access to essential services like healthcare, financial services, and food were discussed. Participants valued educational resources and courses available at senior centers, which help them stay informed and engaged. Community support through these resources and activities plays a significant role in enhancing the overall well-being of older adults and individuals with disabilities.

Employment and Financial Stability

Employment was discussed as critical for managing the increasing cost of living and boosting self-esteem. Participants emphasized the need for job opportunities, particularly part-time roles, for older adults and people with disabilities. Having accessible and suitable jobs helps address financial needs, promotes mental health, and fosters a sense of independence and productivity. Employment also helps individuals stay active and engaged, contributing to their overall health and well-being.

Health and Wellness Services

Access to comprehensive health and wellness services was discussed as important. Participants highlighted the need for health fairs, easy access to medications, regular checkups, and follow-up appointments. Mental health services and educational workshops on aging are crucial for maintaining mental well-being and understanding the aging process. Providing these services ensures that older adults and individuals with disabilities receive the necessary support for a good quality of life.

Security and Safety

Safety concerns were prominently discussed, particularly the need for increased security measures in public spaces to protect vulnerable community members. Participants expressed worries about safety after dark and called for more patrols and better security in shopping centers and other public areas. Addressing these safety concerns is important for fostering a secure and comfortable environment, thereby improving the overall quality of life for older adults and individuals with disabilities.

These themes underscore the importance of addressing housing, transportation, security, accessibility, employment, health services, and community engagement to enhance the well-being of older adults and people with disabilities. Addressing these needs through targeted programs and policies can significantly improve their quality of life and ensure a supportive, inclusive community.

LA PUENTE LADAP SURVEY RESULTS

The survey results for La Puente reveal several insights about community needs and priorities. Approximately 60% of participants rated La Puente as a good place to age or manage a disability. Housing stability is notable, with half owning homes and the other half renting. Health concerns are prevalent, as over a third rate their health as fair or poor, and less than half feel their healthcare network meets their needs. Caregiving is significant, with a third providing care and 20% receiving home assistance.

Transportation poses challenges, with over 20% lacking reliable options. Social participation is desired, with half seeking more interaction opportunities, though 4% have no regular social contact. Civic engagement interest is high, with nearly half wanting to volunteer. Communication relies heavily on family and internet, yet awareness of community caregiver resources is low. Financial insecurity is evident, with uncertainty about job opportunities and savings resources. The analysis prioritizes Employment & Financial Wellbeing, Housing, and Health Resources for the action plan. Demographically, the majority are Hispanic/Latino, with many households earning under $60,000.

La Puente Community Summary

About 60% of participants rated La Puente a good or better place to live as one ages and/or manages a disability/chronic illness. Most participants said it was important for them to stay in their homes and communities as they age and/or manage a disability or chronic illness. More than a quarter of participants use the La Puente Community Center and about 40% use the La Puente Library

Housing Summary

Just more than half of participants own their own home, the other half rent. The average household count for participants is ~4. About half live with a family member, 37% with a spouse. Though only 15% had assistive equipment in their home, half of respondents said this equipment would make it easier to live in their home.

Health Summary

More than a third of respondents rated their health as fair or poor. More than 90% have health insurance, but less than half said their current health care provider network meets their needs. About a quarter reported having a disability or chronic illness and 19% use assistive equipment/ health devices like walkers and hearing aids. 19% also reporting having trouble with activities of daily life due to a disability/chronic illness.

Caregiving Summary

Just about one third of participants are caregivers for a friend or family member with a disease or chronic illness. 20% receive some type of care and assistance in their homes. 37% said a family member help them with activities of daily living and about a quarter reported friends, family and faith-based organizations provide help for them as a caregiver.

Transportation Summary
Just over 20% of participants said they lack reliable transportation. About 20% of respondents have difficulty leaving their home and running errands due to a disability or chronic illness. A majority of participants drive themselves and 13% use public transportation.

Social Participation Summary
Half of participants want to find more ways to meet people and be more socially active. Half reported they interact with others at least once a day, but 4% do not interact with others. 5% reported not having family or friends they interact with on a regular basis. 31% go to faith-based organizations and 30% attend the community center to connect and be with others.

Civic Engagement and Volunteering Summary
Almost half of participants want to find ways to volunteer in the community. Though 23% are unsure if they want to become an aging and disability advocate, 35% are interested to learn ways to advocate for older adults and people with disabilities.

Communication and Information Summary
More than half of participants go to family or friends for information about the community, and just under half go to the internet for community information. 70% use the internet at least once day, and just under half use email. Almost a third of participants are not sure if the community offers resources to help caregivers (information problem?).

Finances and Financial Wellbeing Summary
More than half of participants are unsure whether the community has sufficient employment opportunities for people to work and make money. Only 19% believe the community has resources and programs that help people save money and more than half are unsure if these types of resources exist.

Domain Livability Summary
About half of all respondents rated each livability domain very important, where health, fitness, and wellness resources earned the highest importance score (4.73). About 40% of participants rated housing in La Puente as Fair or Poor. Almost 80% of respondents rated outdoor spaces and buildings as Good or better. About a third of participants rated Civic Engagement opportunities and Employment in La Puente as Fair or Poor.

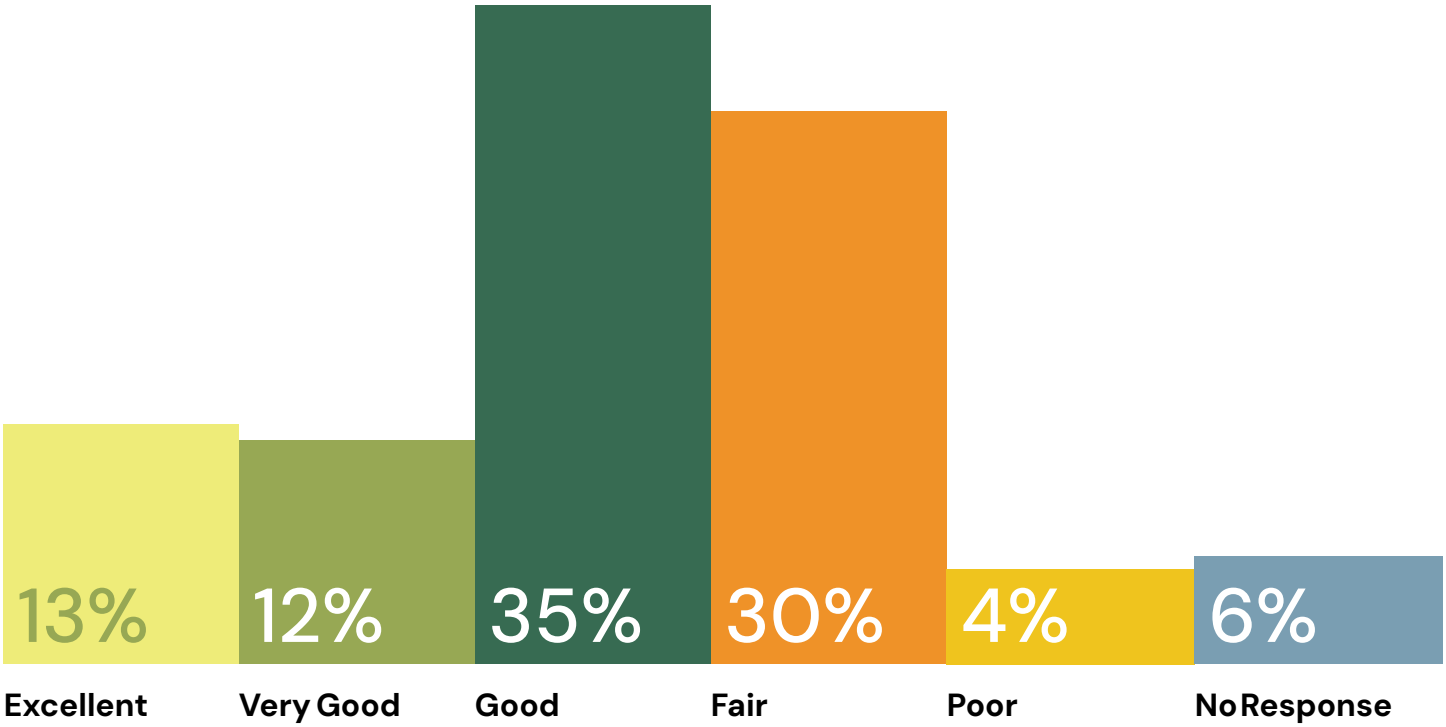
Livability Domains Ratings & Action Plan Priority Setting
Participants rated the importance and community quality of AARP and WHO Age-friendly Livability Domains. These ratings were transformed into scores indicating which domains should be prioritized in the action plan. The importance score was based on the average participant ratings (1-5 scale). The priority score was the reverse-coded average rating of community quality (1-5 scale). The urgency score combined importance and priority scores, indicating domains needing immediate action. The analysis identified three key domains for the action plan: Employment & Financial Wellbeing and Security, Affordable, Safe, and Accessible Housing, and Health, Wellness, and Fitness Resources.

Demographics Summary

About half of participants are married and one third reported a high school diploma/GED as their highest education level. 73% identified as Hispanic/Latino and almost 80% identified as Hispanic/Latino and another race/ethnicity. About a quarter are retired and 15% are unemployed and looking for work. 65% reported a household income under $60,000. A data collection error delayed an age and gender report at this time.

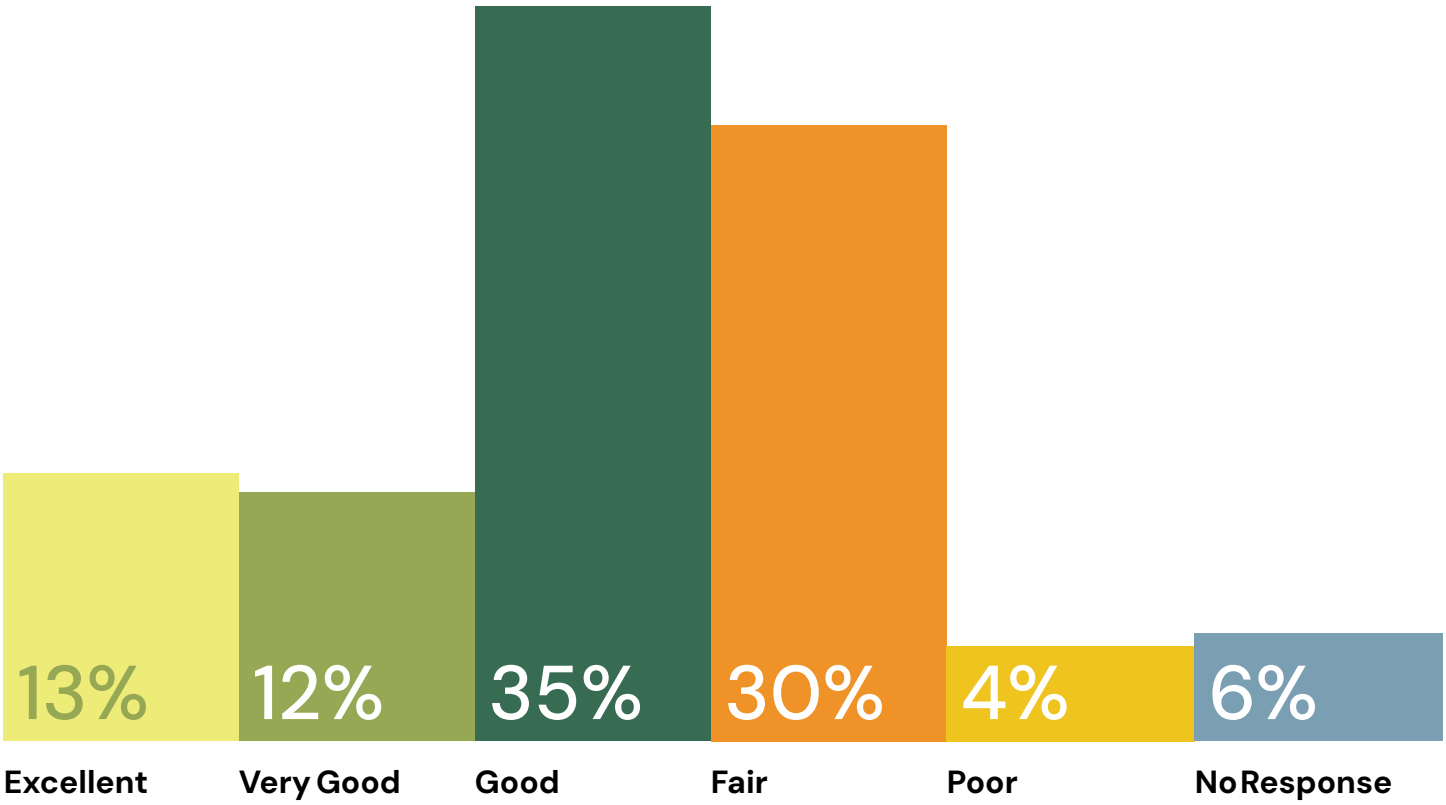
La Puente Community

How participants rated La Puente as a place to live as one ages



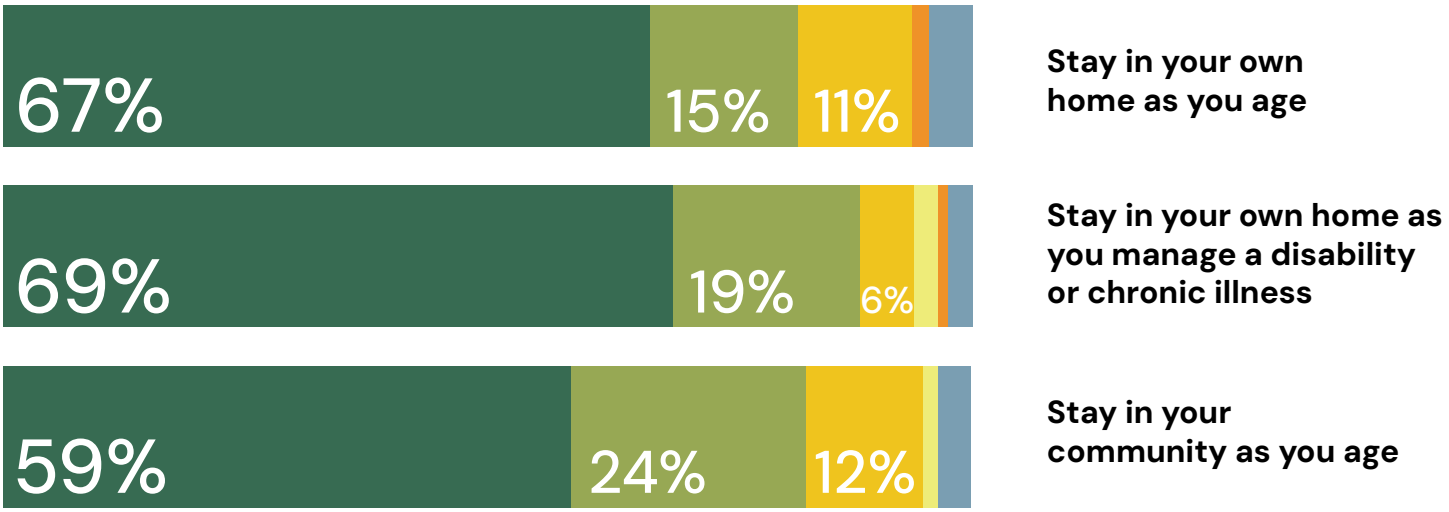
How would you rate La Puente as a place to live as someone ages?	%	N
Excellent	13%	16
Very Good	12%	15
Good	35%	44
Fair	30%	37
Poor	4%	5
No Response	6%	7
Total	**100%**	**124**

How participants rated La Puente as a place to live for someone with a disability



How would you rate La Puente as a place to live for someone with a disability?	%	N
Excellent	13%	16
Very Good	12%	15
Good	35%	44
Fair	30%	37
Poor	4%	5
No Response	6%	7
Total	**100%**	**124**

Importance of staying in one's home and community as one ages and/or manages a disability/chronic illness

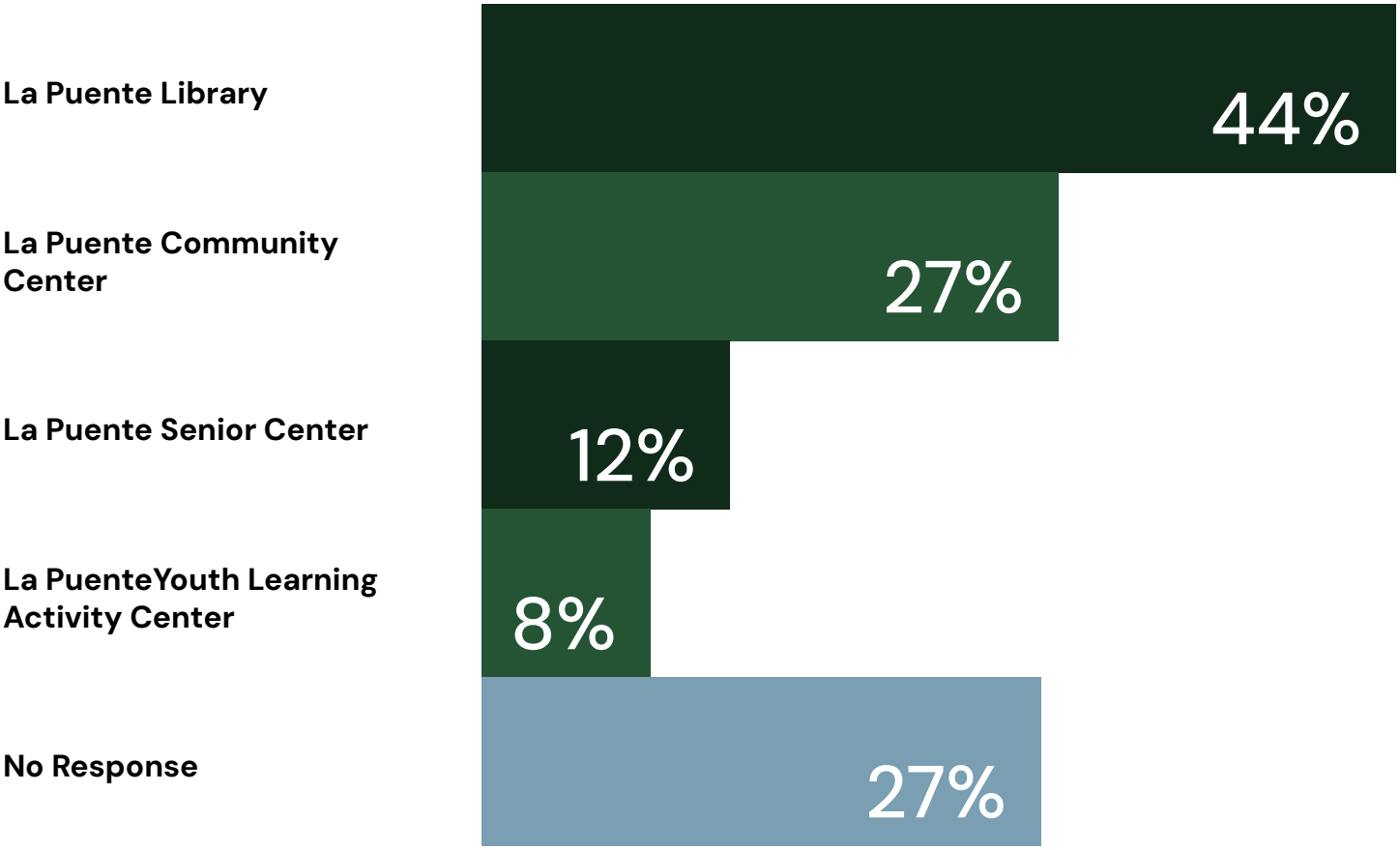


How important is it for you to stay in your own home as you age?	%	N
Very important	67%	83
Important	15%	19
Somewhat important	11%	14
Not very important	0%	0
Not important at all	4%	2
No responses	5%	6
Total	**100%**	**124**

How important is it for you to stay in your own home as you manage a disability or chronic illness?	%	N
Very important	69%	86
Important	19%	24
Somewhat important	6%	7
Not very important	2%	3
Not important at all	1%	1
No responses	2%	3
Total	**100%**	**124**

How important is it for you to stay in your community as you age?	%	N
Very important	59%	73
Important	24%	30
Somewhat important	12%	15
Not very important	2%	2
Not important at all	0%	0
No responses	3%	4
Total	**100%**	**124**

City of La Puente resources participants' households use



Do you or anyone in your household use any of the following in La Puente?	%	N
La Puente Library	44%	54/124
La Puente Community Center	27%	34/124
La Puente Senior Center	12%	15/124
La Puente Youth Learning Activity Center	8%	10/124
No Response	27%	33/124

La Puente Community Summary

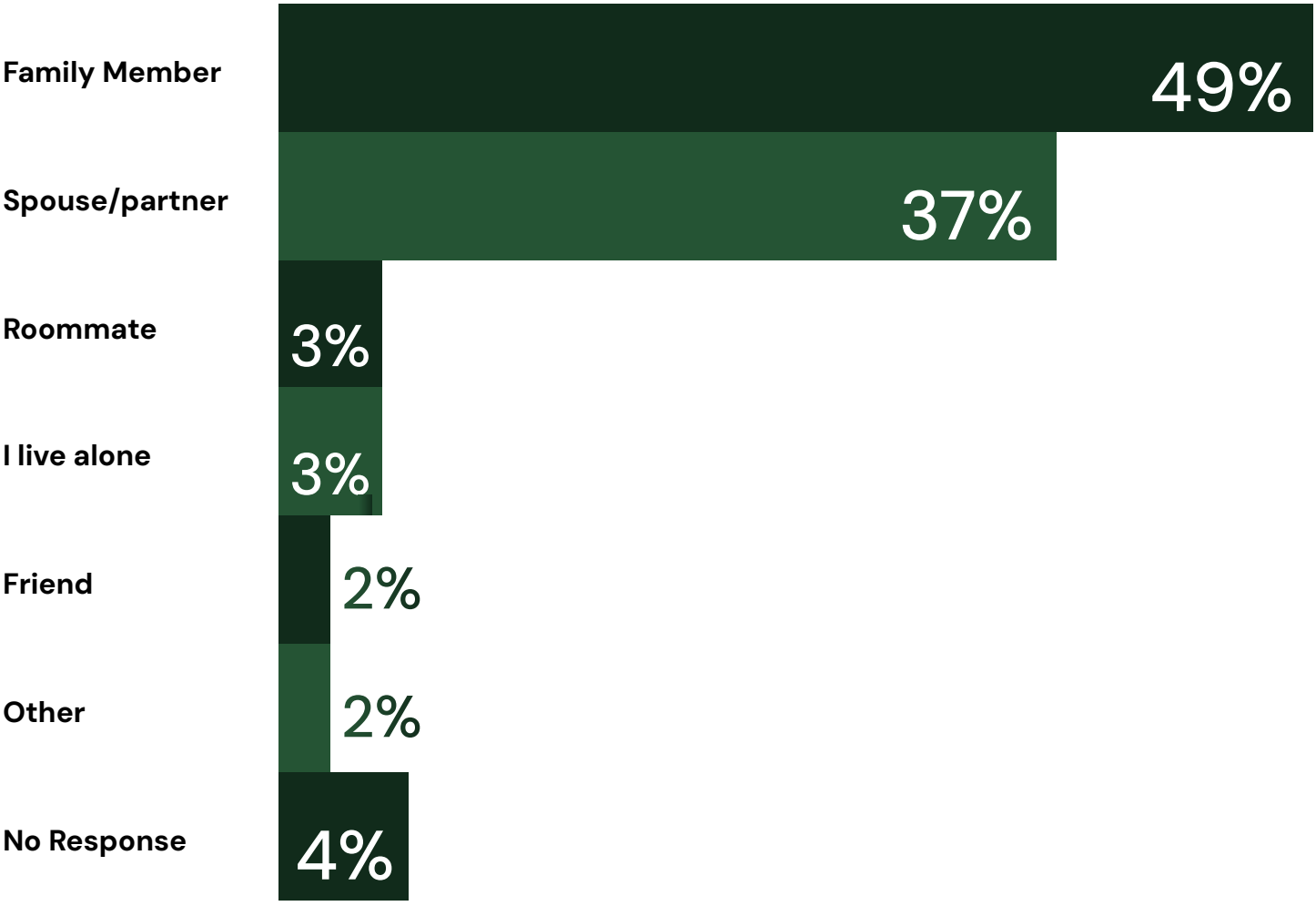
About 60% of participants rated La Puente a good or better place to live as one ages and/or manages a disability/chronic illness. Most participants said it was important for them to stay in their homes and communities as they age and/or manage a disability or chronic illness. More than a quarter of participants use the La Puente Community Center and about 40% use the La Puente Library

Housing

Do you rent or own where you live?	%	N
Rent	45%	56
Own	52%	65
No Response	2%	2
other	1%	1
No Response	0%	0
Total	**100%**	**124**

How many people in your household?	N
Minimum	1
Maximum	12
Average	4

Participants' household members



Who do you live with?	%	N
Family member	49%	61
Spouse/partner	37%	46
Roommate	3%	4
I live alone	3%	4
Friend	2%	2
Friend	2%	2
No Response	4%	5
Total	**100%**	**124**

Does your home have assistive equipment like ramps and grab bars, etc. to help you move around your house?	%	N
Yes	15%	19
No	81%	100
Not sure	1%	1
No Response	3%	4
Total	**100%**	**124**

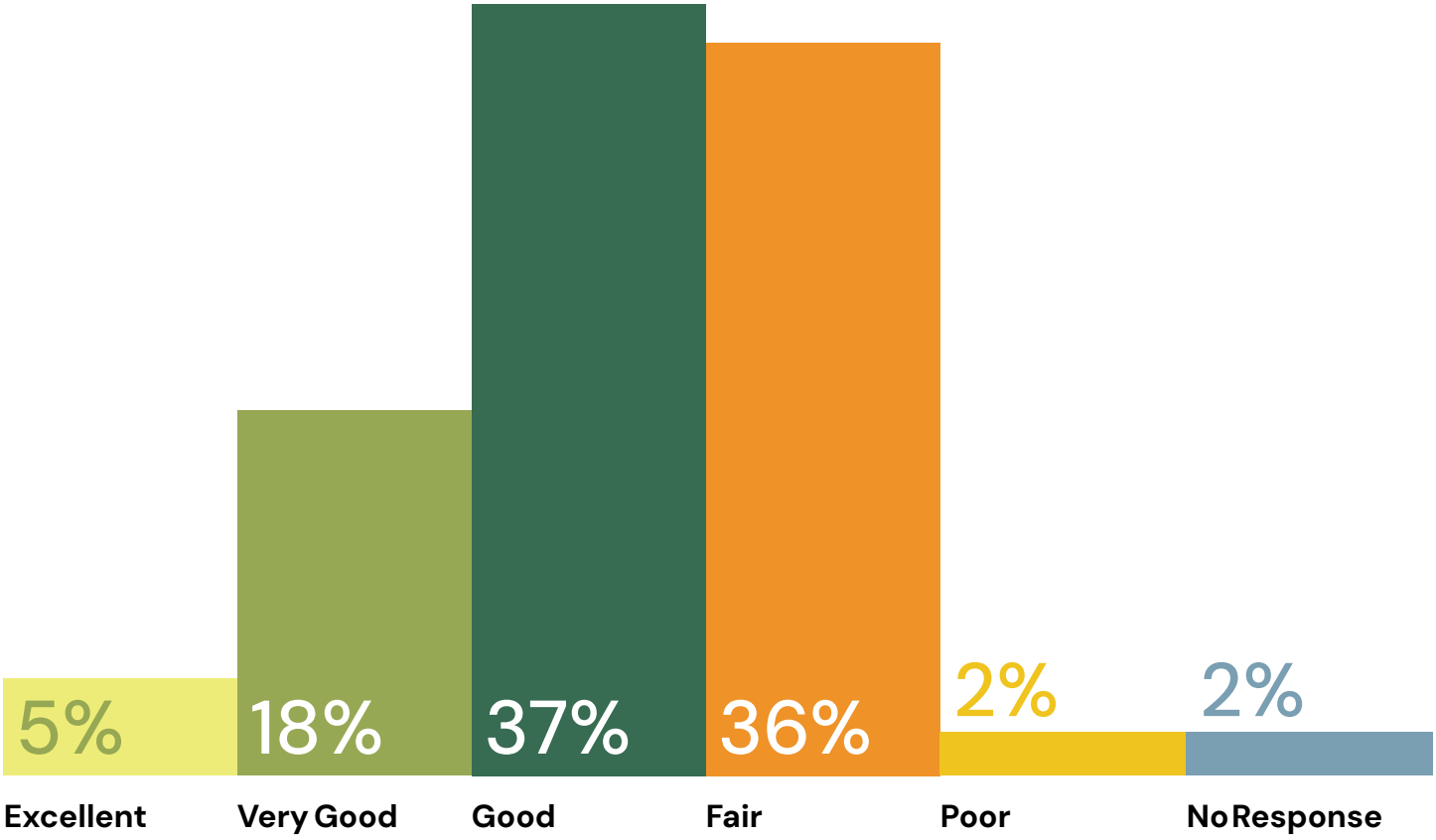
Would assistive equipment like ramps and grab bars make living in your home easier?	%	N
Yes	52%	65
No	23%	29
Not sure	22%	27
No Response	2%	3
Total	**100%**	**124**

Housing Summary

Just more than half of participants own their own home, the other half rent. The average household count for participants is ~4. About half live with a family member, 37% with a spouse. Though only 15% had assistive equipment in their home, half of respondents said this equipment would make it easier to live in their home.

Health

How participants rated their general health

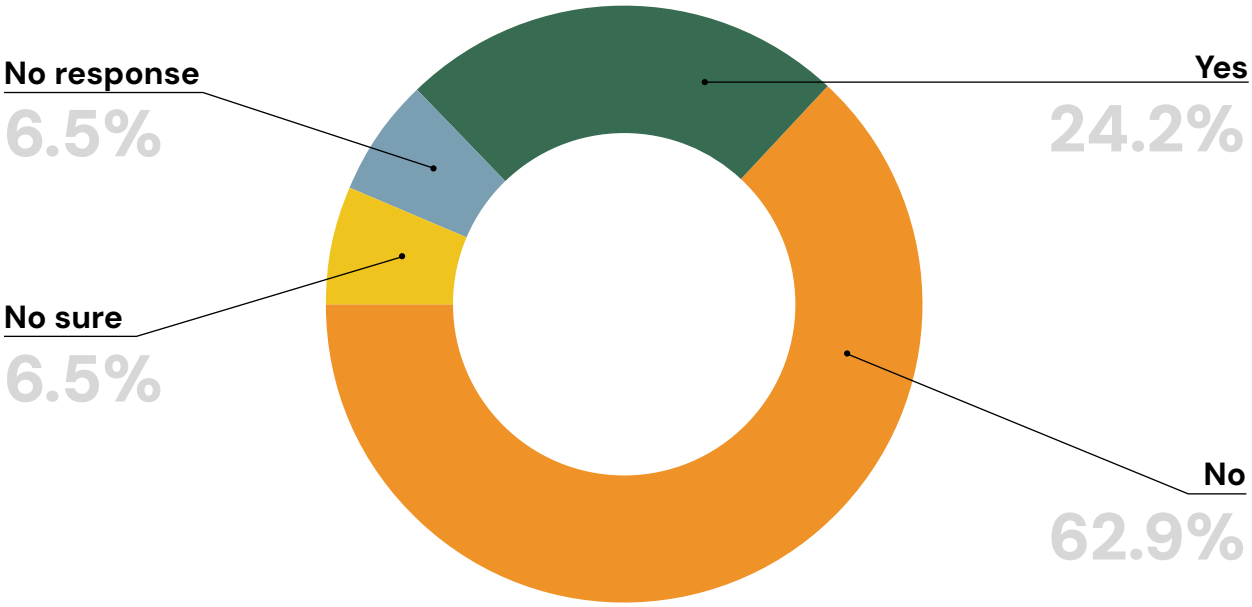


How would you rate your general health?	%	N
Excellent	5%	6
Very Good	18%	22
Good	37%	46
Fair	36%	44
Poor	2%	3
No Response	2%	3
Total	**100%**	**124**

Do you have health insurance?	%	N
Yes	91%	113
No	5%	6
Not sure	2%	3
No Response	2%	2
Total	**100%**	**124**

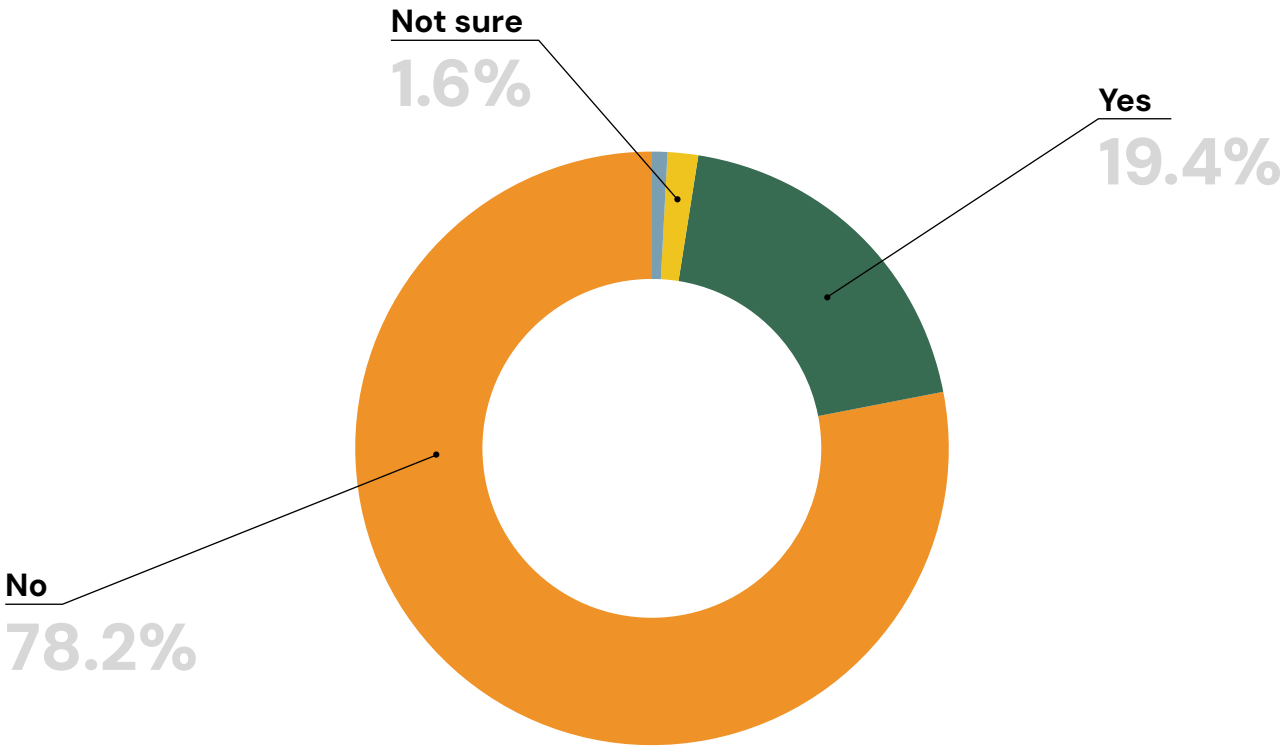
Does your existing healthcare provider network meet all your healthcare needs?	%	N
Yes	45%	56
No	6%	8
Not sure	5%	6
I do not have a health care provider	1%	1
No Response	43%	53
Total	**100%**	**124**

Participants who identified as someone with a disability



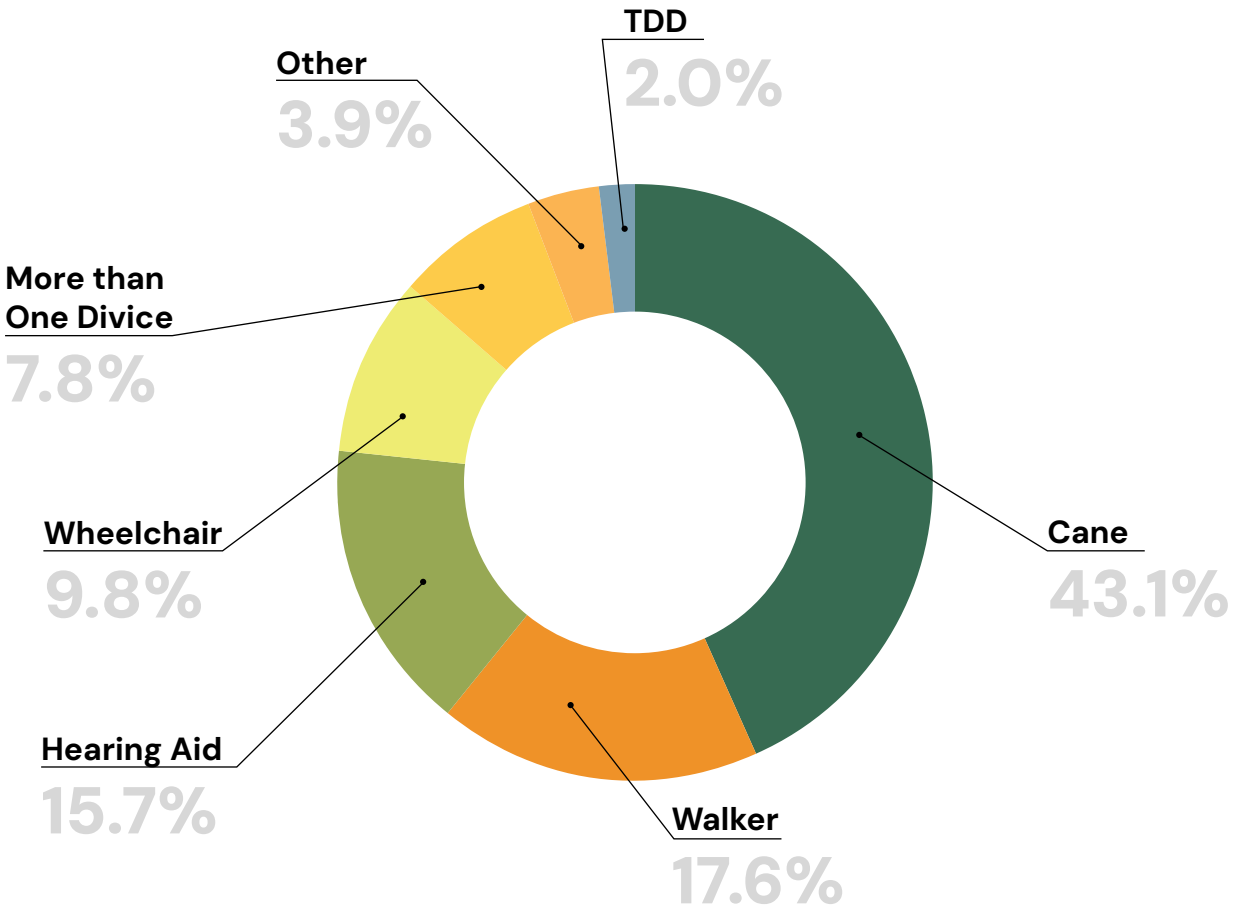
Do you identify as someone with a disability?	%	N
Yes	24%	30
No	63%	78
Not sure	6%	8
No Response	6%	8
Total	**100%**	**124**

Participants use of special equipment or devices, such as a wheelchair, walker, TDD or communication device



Do you use special equipment or devices, such as a wheelchair, walker, TDD or communication device?	%	N
Yes	19%	24
No	78%	97
Not sure	2%	2
No Response	1%	1
Total	**100%**	**124**

Participants use of specific assistive devices (N=24)



If you use assistive equipment, what equipment do you use?	%	N
I do not use assistive equipment	50	40%
No response	32	26%
Cane	22	18%
Walker	9	7%
Hearing Aid	8	6%
Wheelchair	5	4%
More than One Device	4	3%
Other	2	2%
TDD	1	1%

Do you have difficulty doing daily activities like dressing yourself, cooking for yourself, or cleaning your home because of a disability or chronic illness?	%	N
Yes	19%	24
No	70%	87
Not sure	5%	6
No Response	6%	7
Total	**100%**	**124**

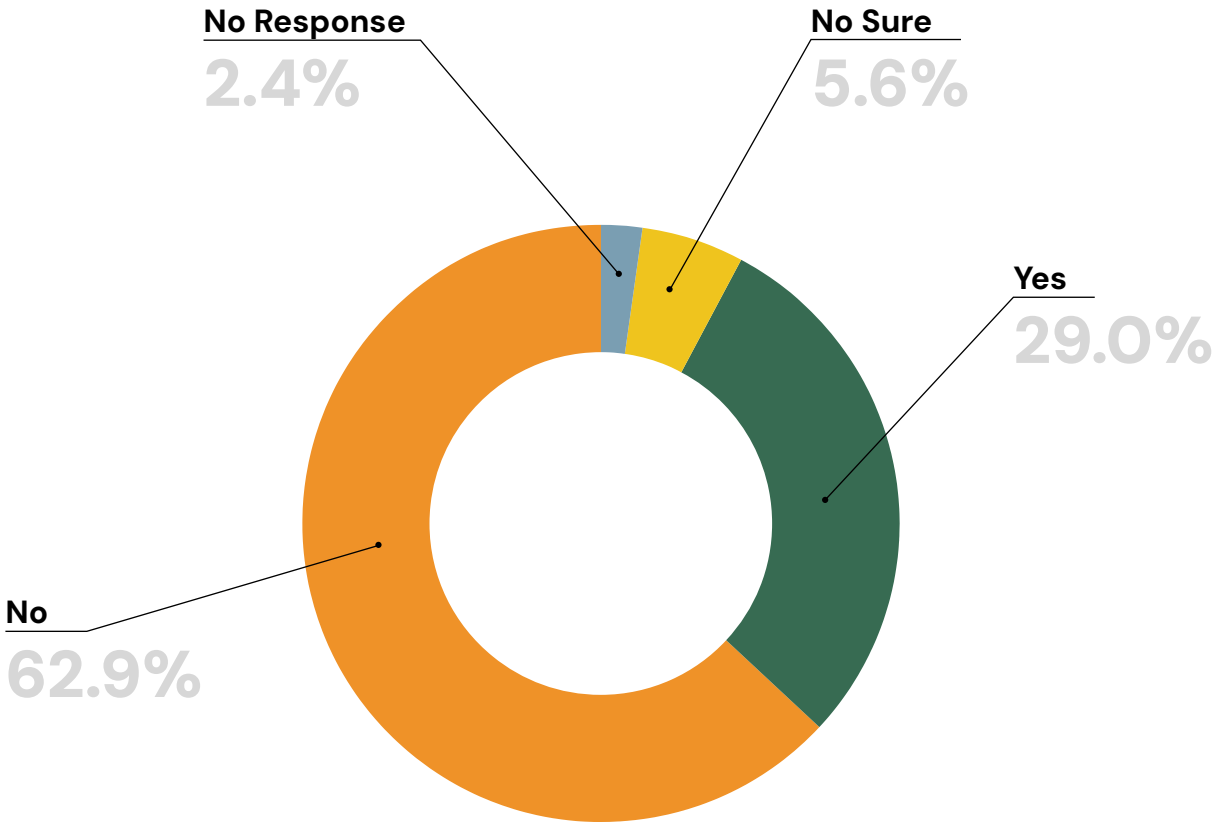
Health Summary

More than a third of respondents rated their health as fair or poor. More than 90% have health insurance, but less than half said their current health care provider network meets their needs.

About a quarter reported having a disability or chronic illness and 19% use assistive equipment/ health devices like walkers and hearing aids. 19% also reporting having trouble with activities of daily life due to a disability/chronic illness.

Caregiving

Participants who are caregivers for a damily member or friend with a disability or chronic health condition



Are you a caregiver for a family member or friend with a disability or chronic health condition?	%	N
Yes	29%	36
No	63%	78
Not sure	6%	7
No Response	2%	3
Total	**100%**	**124**

Do you receive care or help in your home with activities of daily living?	%	N
Yes	20%	25
No	73%	90
Not sure	2%	2
No Response	6%	7
Total	**100%**	**124**

If you receive help in your home with activities of daily living, who helps you?	%	N
Family Member	37%	46
Health Professional	2%	2
Other	1%	1
No Response	16%	20
I do not receive help	44%	55
Total	**100%**	**124**

Do your social groups like family, friends, and faith-based groups provide help for you as a caregiver?	%	N
Yes	23%	28
No	27%	34
Not sure	10%	13
No Response	0%	49
Total	**100%**	**124**

If you are a caregiver, are you interested in learning about resources and services to help support you in your caregiving?	%	N
Yes	29%	36
No	15%	18
Not sure	16%	20
No Response	40%	50
Total	**100%**	**124**

Caregiving Summary

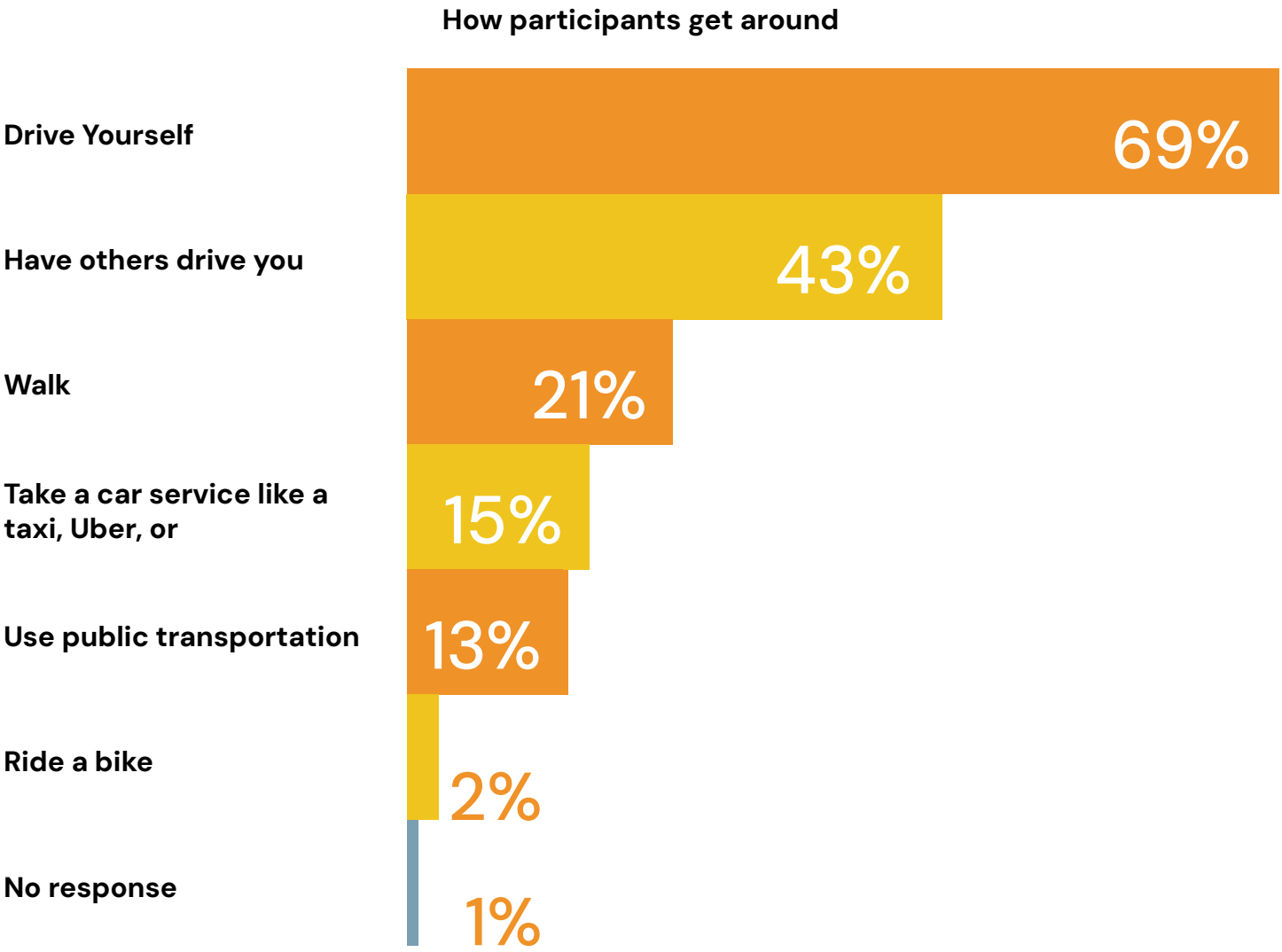
Just about one third of participants are caregivers for a friend or family member with a disease or chronic illness. 20% receive some type of care and assistance in their homes. 37% said a family member help them with activities of daily living and about a quarter reported friends, family and faith-based organizations provide help for them as a caregiver.

Transportation

Do you have reliable transportation to get where you need to go?	%	N
Yes	75%	93
No	21%	26
Not sure	3%	4
No Response	1%	1
Total	**100%**	**124**

Do you have difficulty doing errands such as visiting a doctor's office or shopping, due to a disability or chronic illness?	%	N
Yes	19%	24
No	70%	87
Not sure	5%	6
No Response	6%	7
Total	**100%**	**124**

Do you have difficulty leaving your home because of a disability or chronic illness?	%	N
Yes	19%	24
No	76%	94
Not sure	4%	5
No Response	1%	1
Total	**100%**	**124**



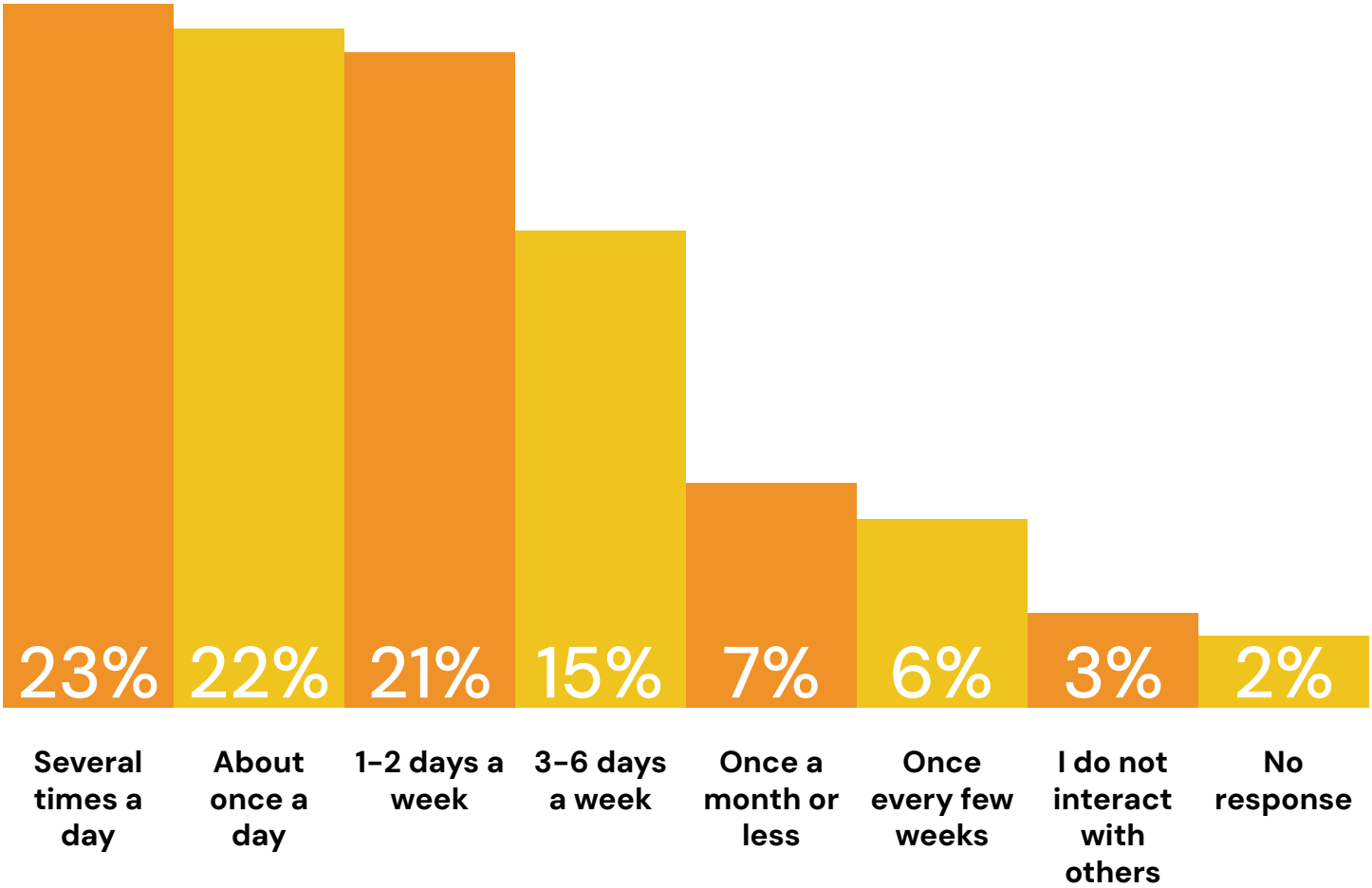
How do you get around to shop, go to work, visit the doctor, run errands, or go to other places?	%	N
Drive Yourself	69%	86
Have others drive you	43%	53
Walk	21%	26
Take a car service like a taxi, Uber, or Lyft	15%	18
Use public transportation	13%	16
Ride a bike	2%	3
No Response	1%	1
Total	**100%**	**124**

Transportation Summary

Just over 20% of participants said they lack reliable transportation. About 20% of respondents have difficulty leaving their home and running errands due to a disability or chronic illness. A majority of participants drive themselves and 13% use public transportation.

Social Participation

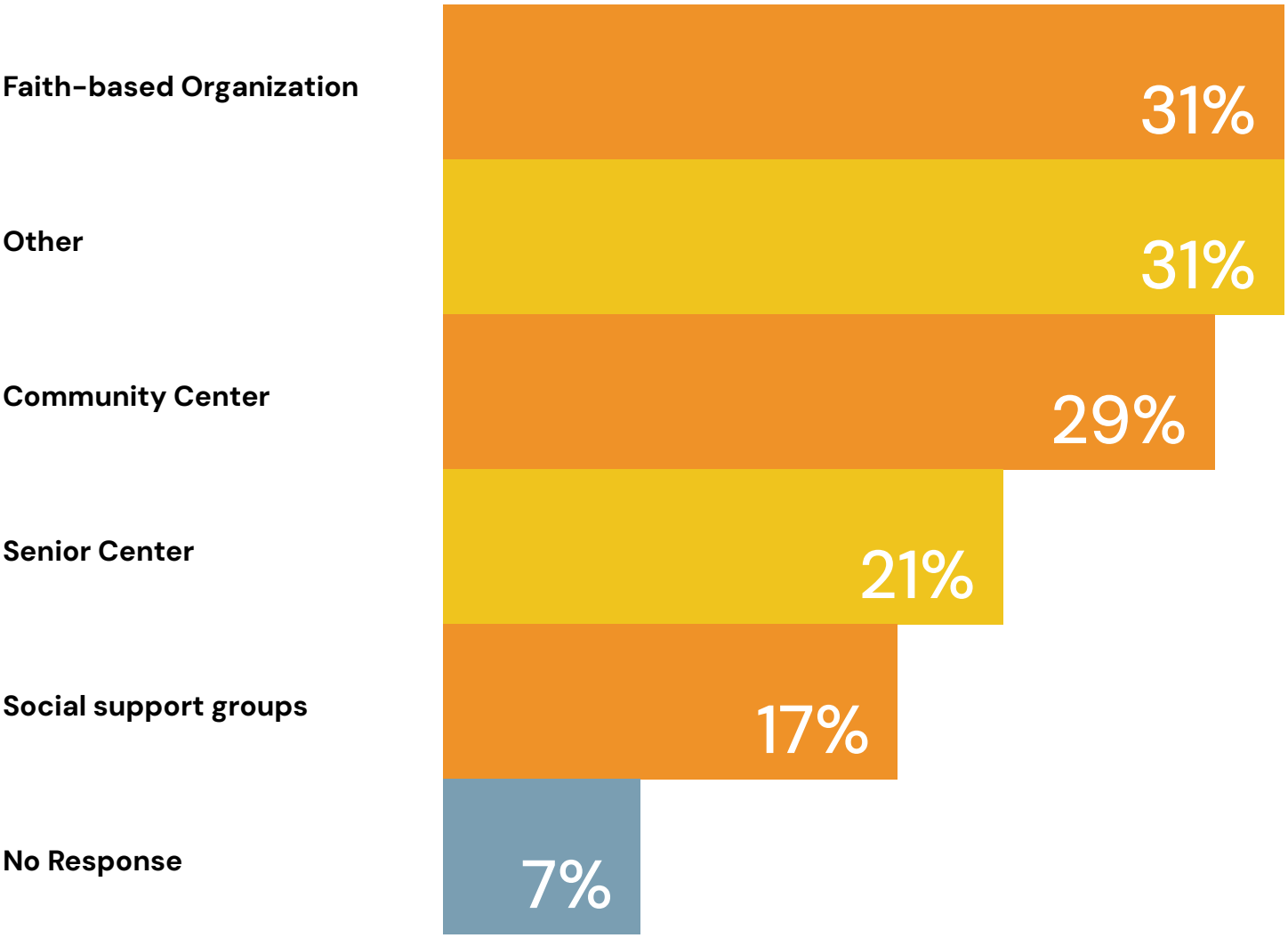
How often participants interact with others



How often do you interact with others?	%	N
Several times a day	23%	28
About once a day	22%	27
12 days a week	21%	26
36 days a week	15%	19
Once a month or less	7%	9
Once every few weeks	6%	8
I do NOT interact with others	3%	4
No Response	2%	3
Total	**1**	**124**

Do you have family and/or friends you communicate with on a regular basis?	%	N
Yes	91%	113
No	5%	6
Not sure	2%	2
No Response	2%	3
Total	**100%**	**124**

Where participants go to connect and be with other people



Where do you go to connect and be with other people?	%	N
Faith based Organization	31%	39
Other	31%	39
Community Center	29%	36
Senior Center	21%	26
Social support groups	17%	21
No response	7%	9
Total	**100%**	**124**

Do you want to find more ways to meet people and be more socially active?	%	N
Yes	51%	63
No	28%	35
Not sure	18%	22
No Response	3%	4
Total	**100%**	**124**

Social Participation Summary

Half of participants want to find more ways to meet people and be more socially active. Half reported they interact with others at least once a day, but 4% do not interact with others. 5% reported not having family or friends they interact with on a regular basis. 31% go to faith-based organizations and 30% attend the community center to connect and be with others.

Civic Engagement & Volunteering

Do you want to find ways to volunteer within your community?	%	N
Yes	43%	53
No	35%	44
Not Sure	19%	23
No Response	3%	4
Total	**100%**	**124**

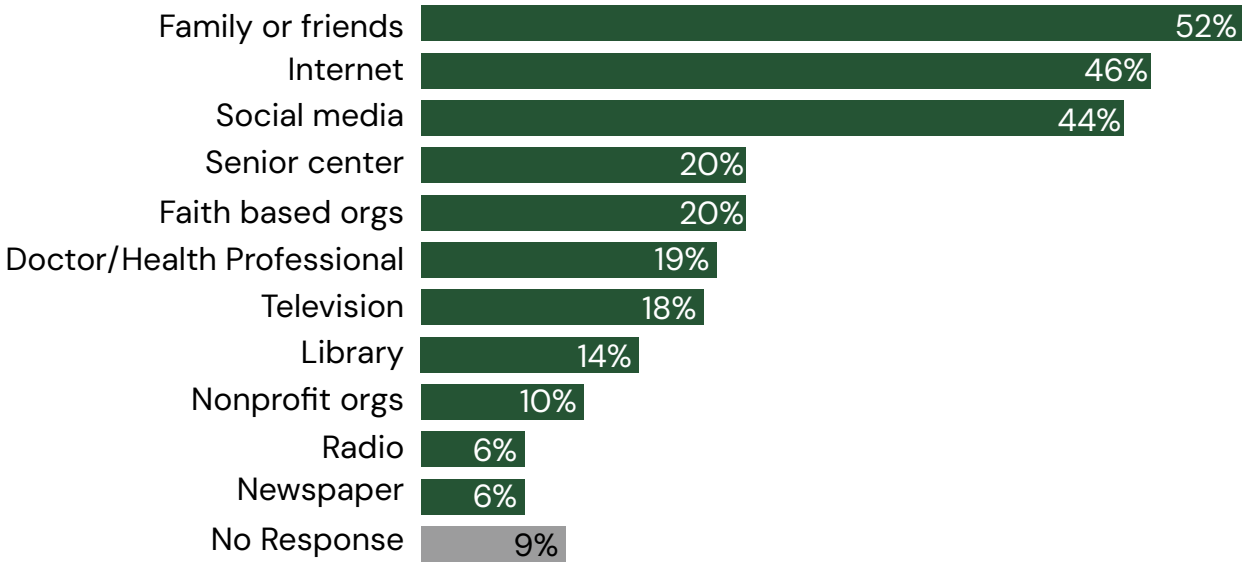
Are you interested to learn ways to become an aging and disability advocate?	%	N
Yes	35%	43
No	38%	47
Not Sure	23%	29
No Response	4%	4
Total	**100%**	**124**

Civic Engagement and Volunteering Summary

Almost half of participants want to find ways to volunteer in the community. Though 23% are unsure if they want to become an aging and disability advocate, 35% are interested to learn ways to advocate for older adults and people with disabilities.

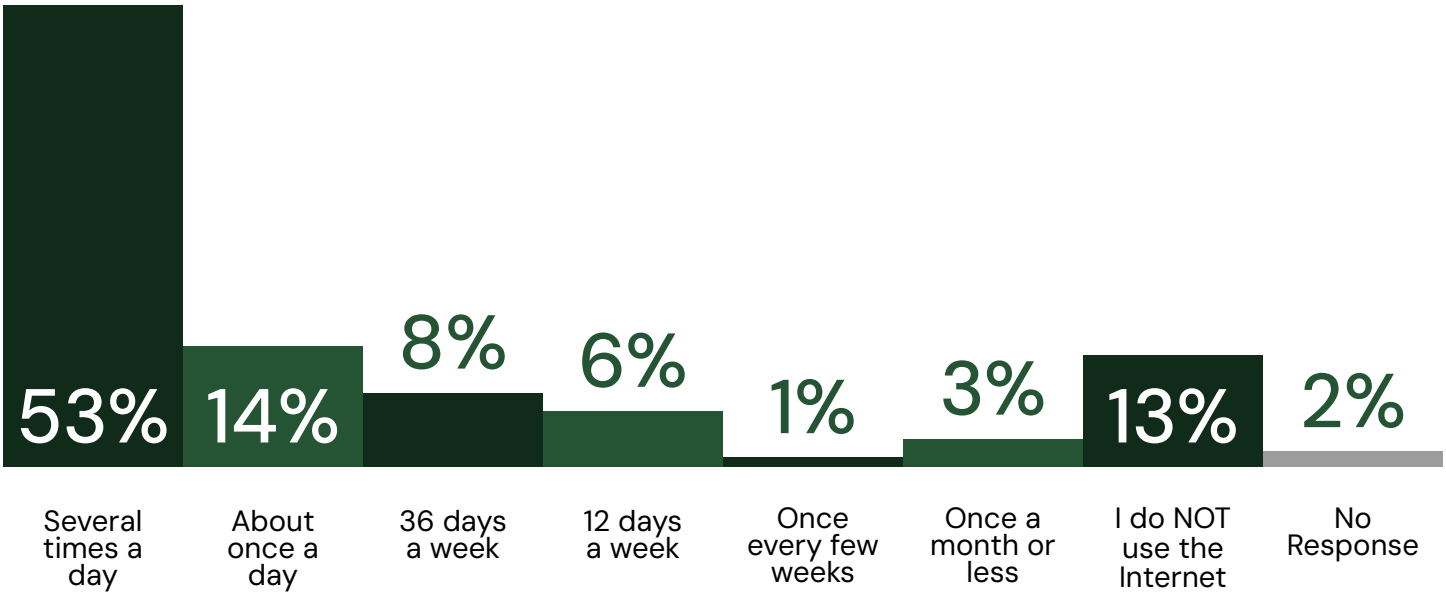
Communication and Information

Where participants go for information about the community



Where do you go for information about resources, events, and programs in your community?	%	N
Family or friends	52%	64
Internet	46%	57
Social media	44%	55
Senior center	20%	25
Faith based orgs	20%	25
Doctor/Health Professional	19%	23
Television	18%	22
Library	14%	17
Nonprofit orgs	10%	12
Radio	6%	8
Newspaper	6%	8
No Response	9%	11

Participant's Internet use



How often do you use the Internet for activities like email, getting news and information, paying bills or managing finances and/or shopping?	%	N
Several times a day	53%	66
About once a day	14%	17
36 days a week	8%	10
12 days a week	6%	8
Once every few weeks	1%	1
Once a month or less	3%	4
I do NOT use the Internet	13%	16
No Response	2%	2
Total	**100%**	**124**

Does your community offer resources that make it easier for you to care for a family member or friend, like respite services, social activities, or support groups?	%	N
Yes	16%	20
No	14%	17
Not Sure	32%	40
No Response	38%	47
Total	**100%**	**124**

What technologies do you use?	%	N
Cell/Smartphone	92%	114/124
Social Media	49%	61/124
Email	45%	56/124
Laptop computer	41%	51/124
Tablet	23%	28/124
Desktop computer	18%	22/124
No Response	3%	4/124

Communication and Information Summary

More than half of participants go to family or friends for information about the community, and just under half go to the internet for community information. 70% use the internet at least once day, and just under half use email. Almost a third of participants are not sure if the community offers resources to help caregivers (information problem?).

Finances and Financial Wellbeing

Does your community have employment opportunities for you to work and earn money for yourself?	%	N
Yes	26%	32
No	16%	20
Not Sure	52%	65
No Response	6%	7
Total	**100%**	**124**

Does your community have resources like discount programs that help you save money on the things you need for daily living?	%	N
Yes	19%	24
No	25%	31
Not Sure	53%	66
No Response	2%	3
Total	**100%**	**124**

Finances and Financial Wellbeing Summary
More than half of participants are unsure whether the community has sufficient employment opportunities for people to work and make money. Only 19% believe the community has resources and programs that help people save money and more than half are unsure if these types of resources exist.

Livability Domains Ratings & Action Plan
Priority Setting

Participants were asked to rate

- the importance of the AARP and WHO Age-friendly Livability Domain
- the La Puente community along the AARP and WHO Age-friendly Livability Domains

These ratings were transformed to create a set of scores that demonstrates (from participants' ratings) what domains of livability are of greatest importance for the upcoming action plan to address.

A livability domain importance score was created using the average of participant ratings (Very Important = 5, Important = 4, Somewhat Important = 3, Not Very Important = 2, Not Important at All = 1) for each domain.

A livability domain priority score was created using the reverse coded average of participant ratings (Excellent = 5, Very Good = 4, Good = 3, Fair = 2, Poor = 1) for each domain. For example, a domain that had a low average rating will have a high priority score.

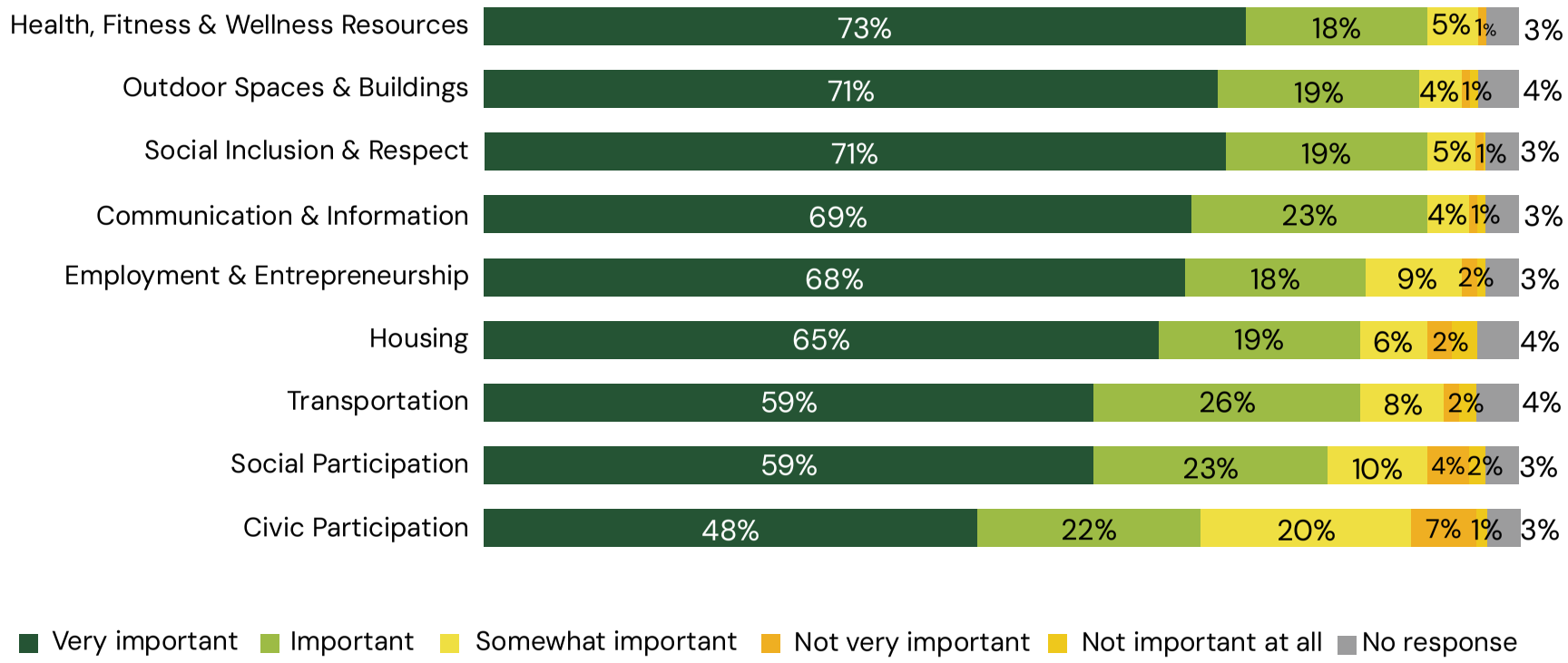
A livability domain urgency score was created using the sum of the importance and priority scores. For example, a domain that was rated as highly important that also had a high priority score (poor quality rating) receives a high urgency score.

From this analysis, survey data suggests three important domains for the upcoming action plan to address are:

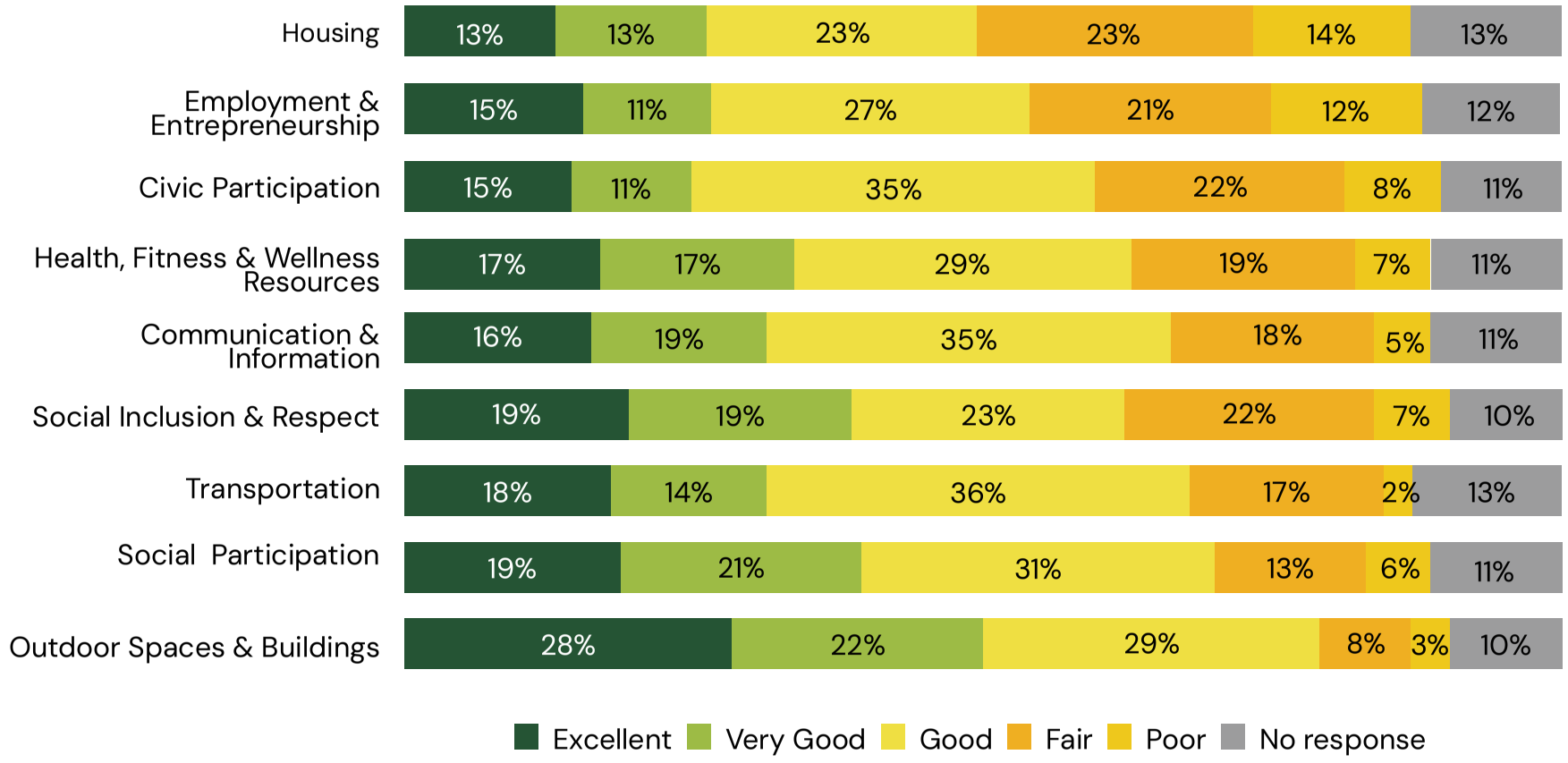
- Employment & Financial Wellbeing and Security
- Affordable, Safe, and Accessible Housing
- Health, Wellness, and Fitness Resources

Livability Domains	Importance Score	Priority Score	Urgency Score
A wide range of work opportunities for people of all ages and abilities	4.64	3.06	7.70
Affordable and accessible housing that is or can be adapted to your needs	4.55	3.14	7.69
Quality healthcare, as well as fitness and wellness resources	4.73	2.79	7.52

Importance of liability domains for participants



How participants rated the following in La Puente



How important is it for you to have the following in your community?	Very important	Important	Somewhat important	Not very important	Not important at all	No response
Health, Fitness & Wellness Resources	73%	18%	5%	1%	0%	3%
Outdoor Spaces & Buildings	71%	19%	4%	1%	1%	4%
Social Inclusion & Respect	71%	19%	5%	1%	0%	3%
Communication & Information	69%	23%	4%	1%	1%	3%
Employment & Entrepreneurship	68%	18%	9%	2%	1%	3%
Housing	65%	19%	6%	2%	2%	4%
Transportation	59%	26%	8%	2%	2%	4%
Social Participation	59%	23%	10%	4%	2%	3%
Civic Participation	48%	22%	20%	7%	1%	3%

How would you CURRENTLY rate the following in La Puente?	Excellent	Very Good	Good	Fair	Poor	No response
Outdoor Spaces & Buildings	28%	22%	29%	8%	3%	10%
Transportation	18%	14%	36%	17%	2%	13%
Housing	13%	13%	23%	23%	14%	13%
Social Participation	19%	21%	31%	13%	6%	11%
Social Inclusion & Respect	19%	19%	23%	22%	7%	10%
Employment & Entrepreneurship	15%	11%	27%	21%	13%	12%
Civic Participation	15%	11%	35%	22%	8%	11%
Communication & Information	16%	15%	35%	18%	5%	11%
Health, Fitness & Wellness Resources	17%	17%	29%	19%	7%	11%

Livability Domains	Importance Score	Priority Score	Urgency Score
A wide range of work opportunities for people of all ages and abilities	4.64	3.06	7.70
Affordable and accessible housing that is or can be adapted to your needs	4.55	3.14	7.69
Quality healthcare, as well as fitness and wellness resources	4.73	2.79	7.52
The sense that people of all ages are valued and respected	4.72	2.74	7.46
Access to information about resources, events and in your community	4.67	2.77	7.44
Opportunities to get involved with local government and support issues important to you	4.33	2.98	7.32
Reliable and affordable transportation options	4.53	2.69	7.21
A wide range of opportunities for you to engage and socialize with your community	4.48	2.62	7.09
Safe buildings and enjoyable parks and spaces that are accessible and close to where you live	4.70	2.29	6.99

Domain Livability Summary

About half of all respondents rated each livability domain very important, where health, fitness, and wellness resources earned the highest importance score (4.73). About 40% of participants rated housing in La Puente as Fair or Poor. Almost 80% of respondents rated outdoor spaces and buildings as Good or better. About a third of participants rated Civic Engagement opportunities and Employment in La Puente as Fair or Poor.

Participant Demographics

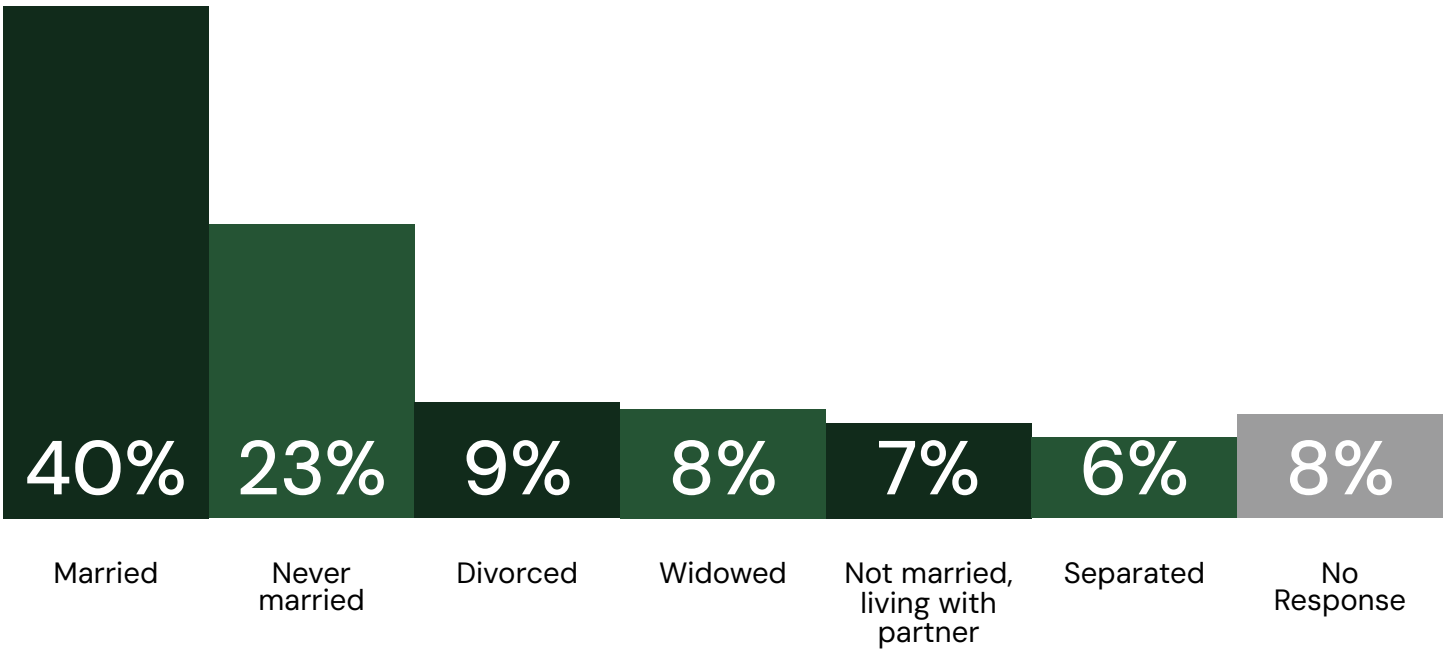
Demographics Summary
About half of participants are married and one third reported a high school diploma/ GED as their highest education level. 73% identified as Hispanic/Latino and almost 80% identified as Hispanic/Latino and another race/ethnicity. About a quarter are retired and 15% are unemployed and looking for work. 65% reported a household income under $60,000. (A data collection error corrupted age and gender survey scores. Since the survey was distributed at listening sessions, town halls, and community forums, the age and gender scores were taken from the demographic data of those events.).

Age	%	N
25 and under	1%	1
26-35	7%	9
36-45	4%	5
46-55	8%	11
56-65	12%	16
66-75	35%	46
76-85	24%	31
Over 85	6%	8
Prefer not to answer/ no response	3%	3
Total	**100%**	**130**

Average age ~66

Gender	%	N
Female	74%	96
Male	23%	30
Prefer not to answer/ no response	3%	4
Total	**100%**	**124**

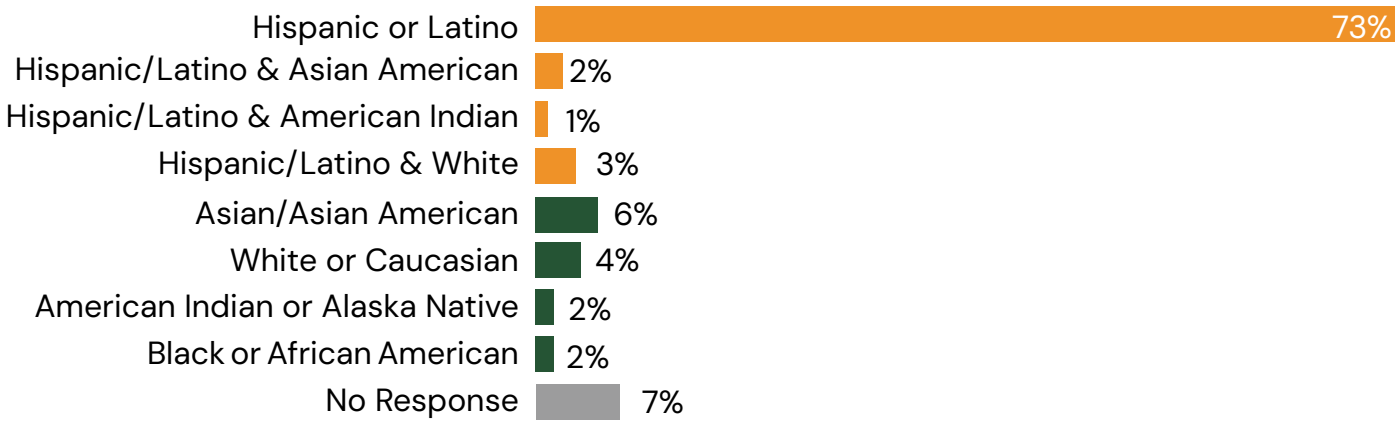
Participant's Relationship status



What is your current relationship status?	%	N
Married	40%	49
Never married	23%	28
Divorced	9%	11
Widowed	8%	10
Not married, living with partner	7%	9
Separated	6%	7
No Response	8%	10
Total	**100%**	**124**

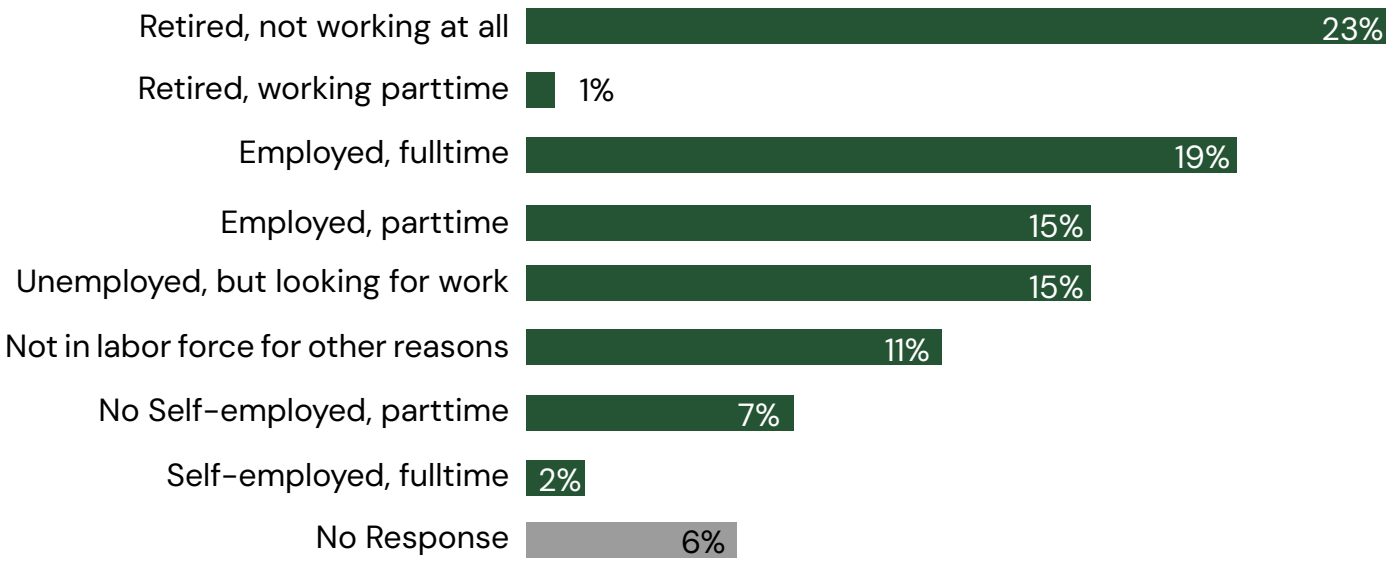
What is the highest level of education you have completed?	%	N
K12th grade (no diploma)	15%	18
High school graduate, or GED	33%	41
Trade school or associate degree	19%	24
4year college degree	12%	15
Graduate or professional degree(s)	13%	16
No Response	8%	10
Total	**100%**	**124**

Participant Race and/or ethnicity

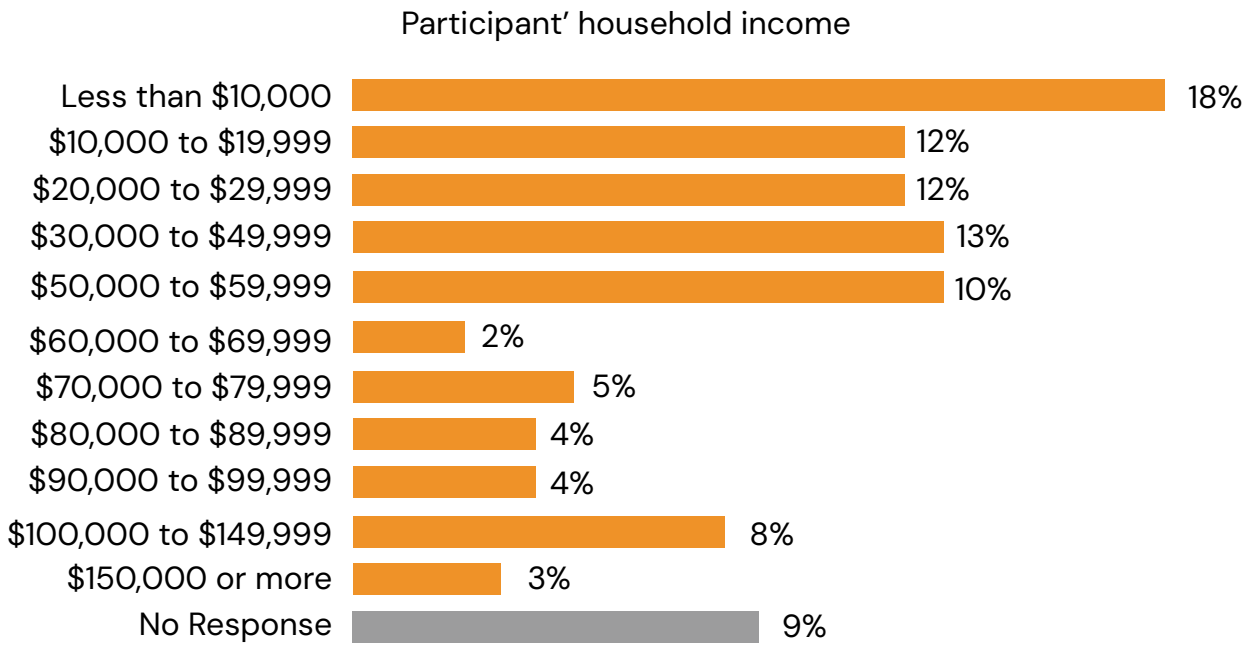


What is your race and/or ethnicity?	%	N
Hispanic or Latino	73%	91
Hispanic/Latino & Asian American	2%	3
Hispanic/Latino & American Indian	1%	1
Hispanic/Latino & White	3%	4
Asian/Asian American	6%	7
White or Caucasian	4%	5
American Indian or Alaska Native	2%	2
Black or African American	2%	2
No Response	7%	9
Total	**100%**	**124**

Participant' employment status



Which of the following best describes your current employment status?	%	N
Retired, not working at all	23%	29
Retired, working parttime	1%	1
Employed, fulltime	19%	24
Employed, parttime	15%	19
Unemployed, but looking for work	15%	19
Not in labor force for other reasons	11%	14
Self-employed, parttime	7%	9
Self-employed, fulltime	2%	2
No Response	6%	7
Total	**100%**	**124**



What is your household income?	%	N
Less than $10,000	18%	22
$10,000 to $19,999	12%	15
$20,000 to $29,999	12%	15
$30,000 to $49,999	13%	16
$50,000 to $59,999	10%	12
$60,000 to $69,999	2%	3
$70,000 to $79,999	5%	6
$80,000 to $89,999	4%	5
$90,000 to $99,999	4%	5
$100,000 to $149,999	8%	10
$150,000 or more	3%	4
No Response	9%	11
Total	**100%**	**124**

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