

TOWN of WAKE FOREST

Age-Friendly Community

Strategic Action Plan

Adopted September 2026



Wake Forest is a vibrant, inclusive community where people of all ages and abilities can thrive, and where age is never a barrier to staying active, engaged, and supported.



Acknowledgments

This Town of Wake Forest Age-Friendly Community Strategic Action Plan is the result of eight months of work by the Wake Forest Age-Friendly Community Committee. Their participation and contributions were instrumental in producing this plan. Special thanks to Pat Scruggs, who gathered and analyzed the survey data and facilitated the strategic planning sessions.

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Why, and Why Now?

By 2030, 1 out of every 5 people in the United States will be 65 or older. By 2034, the number of adults 65 and older will be greater than the number of children 18 and under. This Town of Wake Forest Age-Friendly Community Strategic Plan prepares Wake Forest for these shifting demographics, while ensuring that residents of all ages can thrive and build a sense of community.

Designing neighborhoods with age-friendly principles in mind boosts local economies and benefits everyone, regardless of their age or physical ability. Through the actionable strategies in this plan, local leaders and organizations can work together to drive structural changes like safer streets, accessible housing, and inclusive public spaces, ultimately creating vibrant, livable environments for people of all generations.

With the rapid growth and changing demographics in Wake Forest, we must act now to address immediate concerns and opportunities while also preparing for the future needs of our residents.

To paraphrase an old proverb, “A community grows great when its members plant trees in whose shade they will never sit.” The work we do today will improve the lives of those who come after us, for many generations in the future. However, we must start now.

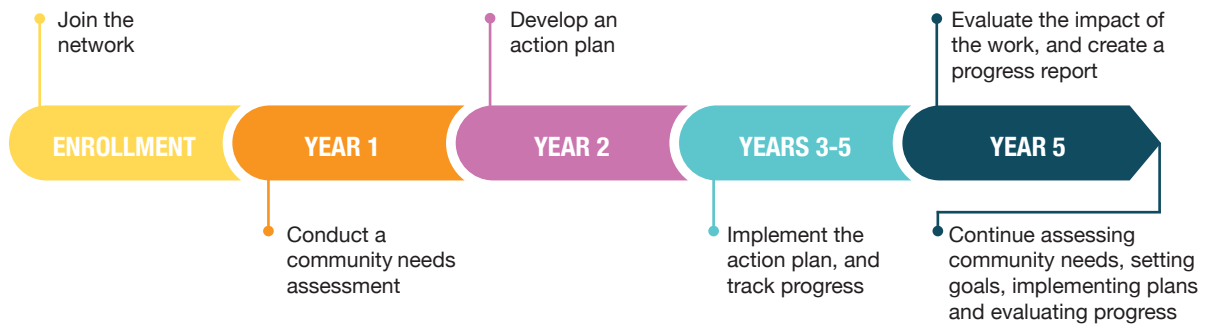
What we do today matters for those who come after us.



Project History

In 2024, the Town of Wake Forest was accepted into the AARP Network of Age-Friendly States and Communities. aarp.org/livable-communities/network-age-friendly-communities The purpose of this Network is to help communities become more livable and supportive for people of all ages, especially older adults. By assessing and improving the factors that influence livability, we developed a collective vision or ‘roadmap’ for our future.

To help develop this roadmap, a committee of volunteers was formed. In Year One, the committee conducted an extensive [Needs Assessment](#) that included a comprehensive survey with a record-breaking 1,200 responses, and multiple focus groups with residents from teens to seniors. Year Two focused on developing this Town of Wake Forest Age-Friendly Community Strategic Plan and included research of leading practices being deployed elsewhere in the country. In Years Three, Four, and Five, the Town, along with partner organizations, will implement elements from the Town of Wake Forest Age-Friendly Community Strategic Plan, track progress, and evaluate the impact of the work.



Town of Wake Forest Strategic Plan Alignment

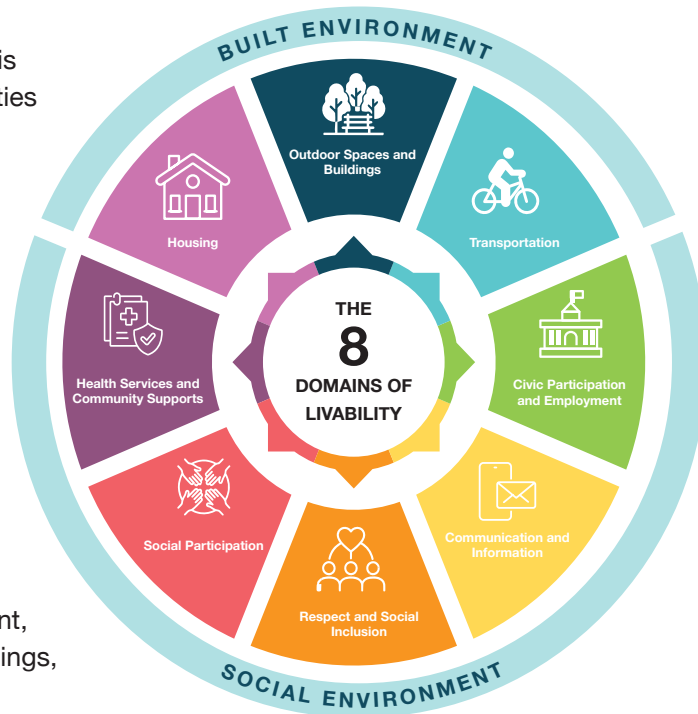
As the Town of Wake Forest continues to grow and thrive, the Board of Commissioners aims to chart a course using a [Strategic Plan](#) which articulates a vision for our community’s future that ensures vitality, sustainability, and fulfills its mission.

All of the elements in this Town of Wake Forest Age-Friendly Community Strategic Plan align with one or more of the Town’s Strategic Goals. Aligned goals are paired with each area of focus. Therefore, implementing Age-Friendly projects and priorities contributes to the Town’s ultimate vision: **Wake Forest’s vibrant, diverse, and welcoming community fosters its distinct character, thriving economy, and high quality of life.**



Guiding Principles

The AARP Age-Friendly Initiative is based on ensuring that communities understand and comprehensively address the AARP eight domains of livability. In this Town of Wake Forest Age-Friendly Community Strategic Plan, like the Needs Assessment, we have used these domains to create our framework of six key topic areas under which specific actions are recommended: Communication and Information, Health Services and Community Support, Transportation, Social Engagement, Outdoor Spaces and Public Buildings, and Housing.



While the domains of livability provide the building blocks for an age-friendly community, the true community impact comes from how these building blocks are connected to support people of all ages at all stages of their lives. The following guiding principles illustrate what an age-friendly community looks and feels like, representing the desired outcomes of this Town of Wake Forest Age-Friendly Community Strategic Plan. They serve as an evaluation tool, ensuring each strategy directly contributes to one or more outcomes.

- **Vibrant Neighborhoods:** Enabling residents to age in place by promoting dynamic neighborhoods that contain diverse housing types and sizes, walkable to amenities and services.
- **Mobility and Accessibility:** Ensuring infrastructure enables walking, biking, and public transit as viable mobility options, supported by community resources that are accessible in all parts of town.
- **Independence and Choice:** Fostering independence and choice for aging residents through reliable and coordinated health, community, and housing resources.
- **Social Connection:** Designing social and civic activities accessible to all generations, promoting interactions between different age groups.
- **Holistic Health and Well-being:** Recognizing the interconnectedness of physical health, mental well-being, and personal security in community plans for growth and services.
- **Cultural Inclusion:** Promoting and celebrating the cultural diversity of our community and fostering a sense of belonging for residents and visitors.

Top Priorities

The Wake Forest Age-Friendly Community Committee worked diligently over the course of eight months to review the data gathered from the Needs Assessment and to formulate the strategies and priorities for this Town of Wake Forest Age-Friendly Community Strategic Plan.



Using AARP’s Domains of Livability as a framework, strategies and tactics were identified for six areas of focus: Communication, Social Engagement, Health and Community Services, Transportation, Outdoor and Public Spaces, and Housing.

Although there are significant opportunities in each focus area, we recognize that everything can’t be accomplished at once. Priorities for the 2026/2027 fiscal year are listed below. The complete list of strategies and action items for each area of focus can be found on subsequent pages. As we continue our work as an Age-Friendly Community over the next few years, this plan will be updated to reflect our progress.

2026/2027 Priorities

Short-term or Immediate Strategies

Actions that can have immediate and ongoing outcomes.

- Create a Senior Services and Caregiver Resource Guide and establish an outreach system to connect resources to those in need.
- Expand the aging-in-place home modification programs for older residents wanting to stay in their homes.
- Expand intergenerational events and programs that encourage shared experiences among all ages and strengthen the sense of community.
- Explore safe socialization opportunities for tweens and teens, including a physical space for social gatherings.

Longer-term, High-Impact Strategies

Actions with a larger scale, which require planning or implementation of groundwork over the next few years.

- Establish a new facility to serve as an integrated community center to offer senior and intergenerational programs and community services supported through a coalition of organizations.
- Enhance the ability to walk and bike to community amenities and services in both new and existing developments and neighborhoods.
- Increase the quantity and variety of age-friendly housing stock, which includes smaller and single-story homes, and homes with universal design standards.

Focus Area 1

Communication

The Communications Department for the Town of Wake Forest is highly regarded. The information provided, across a variety of channels, is easily accessible. In the 2024 survey, more than 80% of respondents agreed that people can easily access general information about the community through multiple forms of communication.

However, in the same survey, when respondents were asked where people go to find information about services for older adults such as caregiving services, home-delivered meals, home repair, medical transport or social activities, the senior center was chosen 75% of the time. This data point indicates that specific information on resources for the aging population and their families is hard to come by.

The old adage, “You don’t know what you don’t know,” is particularly applicable here. Whether it’s a child or an aging parent, until your loved one needs something beyond what you can deliver, you don’t actively seek out where to find those resources. But once a need is established, easy access to information, resources, and people with shared experiences is critical.

A priority for this Town of Wake Forest Age-Friendly Community Strategic Plan is to make information about aging resources easy to access and navigate, and to ensure that the Town’s plans and policies are consistently informed by evidence-based data on aging needs.



Strategies

Strategy 1.1 | Create a Senior Services and Caregiver Resource Guide and establish an outreach system to connect resources to those in need.

Action Items

- **1.1.1** Partner with Resources for Seniors, Town of Wake Forest (Town), Wake County, and the Wake Forest Area Chamber of Commerce to create a Senior Services and Caregiver Resource Guide. Provide the guide in web, digital, and printed formats in both English and Spanish, working with community groups to widely distribute. Train first responders on how to use the guide.
 - **1.1.2** Create wallet-sized information cards and magnets with a QR code to the guide and distribute widely to libraries, medical centers, community centers, and faith-based organizations.
 - **1.1.3** Recommend the Center for Active Aging (WFCOA) have booths at various Town events to spread awareness and aging needs and resources as well as WFCOA offerings.
-

Strategy 1.2 | Expand the ability for residents and businesses to learn about and adopt methods for healthy active aging.

Action Items

- **1.2.1** Host in-person workshops (with social media video feed) in various community centers to provide information about topics critical to healthy active aging (financial planning, avoiding scams, nutrition, mental health etc.). Post videos of workshops on the Town's and WFCOA's media channels.
 - **1.2.2** Host an annual intergenerational community event/expo that provides information and educational sessions for family and senior resources. Partner with community organizations (schools, faith-based organizations, nonprofits, business groups, etc) to help promote the event.
-

Strategy 1.3 | Ensure the Town's plans and policies are informed by current data and information on age-friendly needs.

Action Items

- **1.3.1** Provide ongoing information on demographic data and aging trends to foster proactive Town plans and policies that enhance the livability of Wake Forest for people as they age.
- **1.3.2** Host regular (quarterly) strategy sessions/luncheons with elected officials and Town staff featuring experts in various age-related topics.
- **1.3.3** Continue to coordinate the Town's age-friendly plans and policies with the State's All Ages, All Stages initiatives to leverage resources and impact.
- **1.3.4** Communicate with our Senior Tarheel Legislature delegate to present the issues and gain local, state, and national representation.

Focus Area 2

Health Services & Community Support

Whether it's a pediatrician, a dentist, or a geriatric specialist, when a healthcare professional is required, it's usually not optional. Overall, respondents to the 2024 survey were satisfied with physicians and health specialists found in the Wake Forest area. We are fortunate to have three major health systems providing services in the Triangle: Duke, WakeMed, and UNC Rex.

However, to support the health and well-being of the entire community, survey respondents wrote they'd like to see a closer hospital, dementia facilities, and more classes and support for family caregivers. National studies show that 1 in 5 people identify as unpaid caregivers which is consistent with the 22% of our respondents who identified as such. Improving support for both adults and children with care needs along with their caregivers is a high priority.

Mental health services and how to access them is another identified need. Along with listing service providers in the Resource Guide, mental health awareness programming, particularly through intergenerational activities is a key initiative.

Ultimately, there needs to be a complete continuum of health care options, including mental health, with easy-to-access support and resources for caregivers. Leveraging the resources of state and national organizations and initiatives to expand programming and improve the health of our community seems a great place to begin.



Strategies

Strategy 2.1 | Improve support for caregivers and seniors with care needs.

Action Items

- 2.1.1 In coordination with the Senior Services and Caregiver Resource Guide (see Communications recommendations) establish a caregivers network of local and regional nonprofits to share and coordinate caregiver resources and identify key gaps in support.
 - 2.1.2 Communicate and promote respite programs for caregivers, including those provided by faith-based organizations and nonprofits including GUIDE, which provides up to \$2,500/year for caregiver respite for those caring for dementia patients.
 - 2.1.3 Through the WFCOA, coordinate online and in-person support groups and caregiver programs (similar to the 'Brain Café' in Hillsborough for residents with dementia).
 - 2.1.4 Develop and support a "Path to Wellness" program for caregivers that integrates education, mental well-being, and specific topics related to caregiving. Provide a monitored respite area for patients to allow caregiver participation.
-

Strategy 2.2 | Improve access to mental health services and programs that promote mental well-being.

Action Items

- 2.2.1 Increase access to information about mental health awareness and resources by holding seminars or talks where people already gather. This includes best practices such as providing mental health information boxes at libraries, recreation centers, and other public places.
- 2.2.2 Continue to support the Town's annual Mental Wellness Fair and Expressive Arts Intergenerational Day with mental health professionals as part of the framework.
- 2.2.3 Encourage community mental health organizations to develop a "Buddy Program" so participants are comfortable attending various events, workshops, performances etc.
- 2.2.4 Develop, promote and support community activities to enhance mental health including intergenerational programming that helps residents address mental wellbeing and overcome issues of isolation.



Strategies (continued)

Strategy 2.3 | Promote health screenings and provide educational programming that addresses chronic health conditions.

Action Items

- **2.3.1** Work with regional medical and health systems to provide health screenings to low-income and senior residents, including mobile health clinics to reach underserved populations, and pop-up clinics at the WFCAA, recreation centers and faith-based organizations.
- **2.3.2** Support and promote “Path to Wellness” programming, which integrates education and fitness to help prevent or manage chronic conditions such as diabetes, heart health, Parkinson’s, and falls prevention.
- **2.3.3** Partner with the [Northern Wake Food Security Team](#) on their community outreach campaign to promote nutritional health, partnering with government, health care organizations, and nonprofits (like Tri-Area Ministry Food Pantry).



Strategy 2.4 | Leverage the resources of state and national organizations and initiatives to expand programming and reach of health and community services.

Action Items

- **2.4.1** Join state and county initiatives such as Live Well Wake (Wake County initiative focused on access to healthcare, mental health and affordable housing) or capitalize on resources provided by Council on Aging of Wake County for resources related to mobility assistance, caregiving and respite care, supplemental services, and counseling resources.
- **2.4.2** Participate in national, evidence-based programs such as PEARLS (Program to Encourage Active, Rewarding Lives) that educates older adults and empowers them with new skills for living healthier, or Credible-Mind, free online evidence-based mental well-being platform that can be customized for your community to deliver greater reach, early intervention, and navigation to local programs.



Focus Area 3

Social Engagement

Social engagement is more than just a leisure activity; it is a critical component of healthy aging. For older adults, maintaining strong social ties can have a profound impact on physical, mental, and cognitive health.

Regular social interaction acts as a workout for the brain, and research suggests that socially active seniors have a lower risk of developing dementia and Alzheimer's disease. Socially active seniors often experience lower blood pressure, reduced inflammation and stronger immune systems. Conversely, the health impact of social isolation is often compared to smoking 15 cigarettes a day.

Intergenerational connections offer unique advantages that standard peer socialization might not. For seniors, sharing life lessons and skills can provide a renewed sense of purpose. For teens and young adults providing practical help with technology may enable some adults to age in place longer and more safely.

The majority of respondents to the 2024 survey indicated that they were satisfied with all the accessible, affordable, and culturally diverse events and activities for residents of all ages. However, approximately 60% of respondents were unsure of volunteer or civic engagement options.

Increasing opportunities for social engagement helps us become a community where residents of all ages have avenues to socialize, volunteer, and share experiences with each other, and where intergenerational engagement is the norm.



Strategies

Strategy 3.1 | Improve visibility and accessibility for volunteer and civic activities.

Action Items

- **3.1.1** Expand the Town volunteer website with other community volunteer opportunities from faith-based, nonprofits, schools, and civic organizations.
 - **3.1.2** Consistently promote the volunteer website via Town emails, newsletters, etc.
 - **3.1.3** Host trainings for organizations on best practices to find and manage volunteers (e.g., background checks, onboarding, communication) to promote a good volunteer experience.
 - **3.1.4** Connect with high schools to encourage student volunteers or participation in civic programs.
 - **3.1.5** Host an annual VIVA Volunteers! event where nonprofits and community organizations share their needs and opportunities for volunteer participation. Market heavily to seniors and high school students.
-

Strategy 3.2 | Expand intergenerational events and programs that encourage shared experiences among all ages and strengthens the sense of community.

Action Items

- **3.2.1** Fund and host regular intergenerational activities (including arts/crafts, culinary, music, physical activity, dance, etc) coordinated through a consortium of organizations such as the WFCOA, Parks, Recreation and Cultural Resources (PRCR), ARTS Wake Forest, the Renaissance Centre, mental health nonprofits, and other community organizations.
 - **3.2.2** Invite high school students to participate in the planning and logistics for events.
 - **3.2.3** Expand the connections between the WFCOA and local schools promoting intergenerational socialization (e.g., monthly Game Night) and educational programs such as “Boomers and Zoomers,” where teens teach seniors about technology and how to use their devices.
-

Strategy 3.3 | Create safe socialization opportunities for tweens and teens (ages 10-15).

Action Items

- **3.3.1** Evaluate establishing tween and teen programming in a safe location (e.g., a “Teen Union Building”) to provide a place to socialize and hang out.
- **3.3.2** Host quarterly events such as dances for tweens and young teens with music and opportunities to socialize.

Focus Area 4

Transportation

Nearly a third of Americans don't drive due to age, disability, or financial constraints. In an age-friendly community, street and transportation infrastructure enables residents of all ages to move safely and reliably between home, work, school, and services, whether they are walking, biking, driving or taking public transit.

When towns view walking and biking as transportation, not just exercise, the results are a connected infrastructure system that is less car-dependent and more accessible for residents of all ages.

Currently, Wake Forest is considered car-dependent with a [Walk Score](#) of only 20 out of 100.

The recommendations within this domain envision a Wake Forest that:

- Is walkable and bikeable with connected and continuous sidewalks, frequent and safe crosswalks, and abundant bike lanes and multi-use paths, especially around high-use areas such as schools and community facilities, and
- Features comprehensive public transit and reliable paratransit, ensuring timely, door-to-door service for scheduled appointments, and
- Actively pursues safe street designs to improve visibility and safety, minimizing vehicle and pedestrian accidents.



Strategies

Strategy 4.1 | Enhance the ability to walk and bike to community amenities and services by increasing continuous sidewalks, bike lanes, and street crossings in both new and existing developments/neighborhoods.

Action Items

- 4.1.1 Conduct pedestrian and bike audits.
 - 4.1.2 Coordinate pedestrian and bicycle improvement recommendations into the Town's Transportation Plan, Community Plan, Capital Improvement Plan (CIP), and Unified Development Ordinance (UDO).
 - 4.1.3 Encourage the timely adoption of the proposed additions to the Unified Development Ordinance (UDO) that will strengthen the walkability and safety of our streets and pedestrian network, including required traffic calming measures on new roadways, sidewalk extension standards for new development, new connectivity index requirements, and enhanced tree and bench installation standards for greenways.
 - 4.1.4 Improve pedestrian crossings, especially downtown and nearby schools with visible markings and illuminated pedestrian signs (rapid flashing beacons) in heavily trafficked areas.
 - 4.1.5 Research and apply for grant funding to aid in the construction of sidewalks and crosswalks, especially in high priority areas.
-

Strategy 4.2 | Continue to implement national best practices for safe and complete streets.

Action Items

- 4.2.1 Continue to incorporate traffic calming and physical design standards to improve street safety and reduce speeds in residential areas.
 - 4.2.2 Ensure routes to schools are safe, including raised intersections, flashing pedestrian signs, and continuous sidewalks.
-

Strategy 4.3 | Enhance access to transit for senior citizens and those with driving impairments or disabilities.

Action Items

- 4.3.1 Monitor availability of Americans with Disabilities Act (ADA) equipped Go Wake Forest (GoWF) vehicles and ride metrics. Evaluate options for designating specific GoWF vehicles for seniors and people with disabilities and driving impairments, ensuring these vehicles are handicapped accessible.
- 4.3.2 Work with faith-based organizations, nonprofits and senior housing to develop a volunteer transportation system for medical appointments.
- 4.3.3 Communicate all transit options, including paratransit, (A dedicated service route to hospitals and medical centers) in easy-to-access channels including resource guides, online, and in community buildings.

Focus Area 5

Outdoor Spaces & Public Buildings

Overall, survey respondents were very satisfied with the array of amenities in Wake Forest, especially parks and green spaces. These opinions appear to be based on a consistent use of facilities. However, when responses were evaluated based on use (e.g. senior responses to senior activities, or household with children responding to youth venues,) the answers differed.

Respondents with children were more than twice as likely to be dissatisfied with youth venues and activities. Specifically, venues and activities for tweens and teens.

Written recommendations from the Survey that were included in the Needs Assessment were

- Completing greenways, especially connections between constructed segments
- Expanding Active Aging center facilities
- Providing a venue and additional programming for youth ages 12-17
- Having recreational offerings/facilities in southern part of town (Rogers Road area)
- Continuing and expanding family events (received many compliments on Town events)

Wake Forest residents are clear in their interest in safe and clean parks, greenways, outdoor spaces, and public buildings that are located throughout the town and provide options for exercising, socializing and learning new things.



Strategies

Strategy 5.1 | Increase the capacity for senior citizen programs and services by expanding the existing senior center (WFCAA) or building a second location.

Action Items

- 5.1.1 Use existing county and Town facilities to expand senior citizen programs (e.g., Wake Forest Library).
 - 5.1.2 Support developing the Wright property (next to the WFCAA) as a park to provide Intergenerational outdoor enjoyment, including walking trails and gathering spots.
 - 5.1.3 Complete a feasibility study for an Intergenerational center, similar to the one in Winston-Salem, identifying high-demand uses, projected budgets, and operational partners.
-

Strategy 5.2 | Ensure that all public spaces and facilities have adequate and quality amenities with equitable access to the spaces and facilities themselves.

Action Items

- 5.2.1 Evaluate which areas of parks, greenways, and downtown do not have sufficient seating. Subsequently, make recommendations for the installation of age-friendly benches with backs and armrests etc.
 - 5.2.2 Review the 2024 PROR Master Plan and support adding recreational facilities in areas of the Town that have less access to current parks and facilities.
 - 5.2.3 Continue to plan and secure funding for an Ageless, Multi-purpose Outdoor Sports Complex near Joyner Park. Ensure multi-modal accessibility by pedestrian, bike, and public transit.
-

Strategy 5.3 | Incorporate public art in outdoor spaces and public building to create a welcoming and visually appealing community.

Action Items

- 5.3.1 Create a Gateway Plan to identify and prioritize sites for gateway features and establish design standards. Ensure the Plan works in synergy with the Town's Wayfinding Plan.
- 5.3.2 Continue to showcase local artists of all ages with rotating shows in public buildings, libraries, community centers, etc.
- 5.3.2 Host an annual intergenerational art show where multiple generations work on art projects.

Focus Area 6

Housing

Results of the 2024 survey showed that housing was a top issue for those aged 45 and older, with responses related to affordability, the lack of smaller homes, and the lack of homes built for aging in place.

Not surprisingly, most seniors want to stay in their homes. This percentage increased by age group, with 80% of those over 75 wanting to remain in their current home, compared to just over 60% for those 55-64. One in four respondents 55-64 said they were likely to move to another home better for aging.

When asked about the major reason they would move, wanting a smaller home and being closer to amenities and activities top the list for those most likely to move. This strongly correlates with other housing responses that indicated people wanted to see smaller, aging in-place-designed homes that were also near amenities.

Though admittedly a difficult challenge to address, ultimately we hope to enhance safe and connected neighborhoods by providing a diverse range of housing sizes and styles that support aging in place, walkable to amenities and transit options.



Strategies

Strategy 6.1 | Increase the quantity and variety of age-friendly housing stock, which includes smaller and single story homes, built with universal design standards.

Action Items

- **6.1.1** Ensure zoning and comprehensive plans promote neighborhoods where there is a variety of housing styles and sizes within a walkable distance (15 minutes) of amenities and services.
 - **6.1.2** Support the Housing Affordability Plan recommendations to reduce barriers and support construction of Accessory Dwelling Units (ADUs).
 - **6.1.3** Visibly promote aging-in-place housing options with education and outreach (e.g., webinars), and guidance materials for homeowners and Homeowners Associations (HOAs).
-

Strategy 6.2 | Expand aging-in-place home modification programs for older residents and residents with disabilities wanting to stay in their homes.

Action Items

- **6.2.1** Partner with health organizations, design schools or other organizations with knowledge of universal design practices to provide home safety evaluations and recommendations.
 - **6.2.2** Actively pursue state and federal grants and program funding to increase the budget for the Town's Housing Rehabilitation Program (HRP).
 - **6.2.3** Maintain and expand partnerships with housing and community nonprofits (e.g., Habitat for Humanity, Resources for Seniors, Preserving Home) to increase awareness of the resources available to make no and low-cost repairs.
-

Strategy 6.3 | Increase the number of affordable housing units.

Action Items

- **6.3.1** Continue to support the Town's efforts to build relationships with a local Community Land Trust to create more opportunities for affordable homeownership for low- and moderate- income households.
- **6.3.2** To advance senior housing recommendations within the Community Plan and address findings from the Housing Affordability Plan, the application of Universal Design principles in housing that receive low-income housing tax credits (LIHTC), community development block grants (CDBG), or other public funds is strongly encouraged and all such projects will be reviewed for Universal Design feasibility.

Focus Areas

Implementation

Focus Area 1 | Communication

Strategy 1.1 Create a Senior Services and Caregiver Resource Guide and establish an outreach system to connect resources to those in need.		
1.1.1	Partner with Resources for Seniors, Town of Wake Forest (Town), Wake County, and the Wake Forest Area Chamber of Commerce to create a Senior Services and Caregiver Resource Guide. Provide the guide in web, digital, and printed formats in both English and Spanish, working with community groups to widely distribute. Train first responders on how to use the guide. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Short-term
1.1.2	Create wallet-sized information cards and magnets with a QR code to the guide and distribute widely to libraries, medical centers, community centers, and faith-based organizations. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Short-Term
1.1.3	Recommend the Center for Active Aging (WFCAA) have booths at various Town events to spread awareness and aging needs and resources as well as WFCAA offerings.	Ongoing

Strategy 1.2 Expand the ability for residents and businesses to learn about and adopt methods for healthy active aging.		
1.2.1	Host in-person workshops (with social media video feed) in various community centers to provide information about topics critical to healthy active aging (financial planning, avoiding scams, nutrition, mental health etc.). Post videos of workshops on the Town's and WFCOA's media channels. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing
1.2.2	Host an annual intergenerational community event/expo that provides information and educational sessions for family and senior resources. Partner with community organizations (schools, faith-based organizations, nonprofits, business groups, etc) to help promote the event. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Short-Term
Strategy 1.3 Ensure the Town's plans and policies are informed by current data and information on age-friendly needs.		 
1.3.1	Provide ongoing information on demographic data and aging trends to foster proactive Town plans and policies that enhance the livability of Wake Forest for people as they age.	Ongoing
1.3.2	Host regular (quarterly) strategy sessions/luncheons with elected officials and Town staff featuring experts in various age-related topics. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-Term
1.3.3	Continue to coordinate the Town's age-friendly plans and policies with the State's All Ages, All Stages initiatives to leverage resources and impact.	Ongoing
1.3.4	Communicate with our Senior Tarheel Legislature delegate to present the issues and gain local, state, and national representation.	Ongoing

Focus Area 2

Health Services & Community Support

Strategy 2.1 Improve support for caregivers and seniors with care needs.		
2.1.1	In coordination with the Senior Services and Caregiver Resource Guide (see Communication recommendations) establish a caregivers' network of local and regional nonprofits to share and coordinate caregiver resources and identify key gaps in support. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing
2.1.2	Communicate and promote respite programs for caregivers, including those provided by faith-based organizations and nonprofits including GUIDE, which provides up to \$2,500/year for caregiver respite for those caring for dementia patients. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing
2.1.3	Through the WFCOA, coordinate online and in-person support groups and caregiver programs (similar to the 'Brain Café' in Hillsborough for residents with dementia).	Ongoing
2.1.4	Develop and support a "Path to Wellness" program for caregivers that integrates education, mental well-being, and specific topics related to caregiving. Provide a monitored respite area for patients to allow caregiver participation. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term

Strategy 2.2 Improve access to mental health services and programs that promote mental well-being.		
2.2.1	Increase access to information about mental health awareness and resources by holding seminars or talks where people already gather. This includes best practices such as providing mental health information boxes at libraries, recreation centers, and other public places. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term
2.2.2	Continue to support the Town's annual Mental Wellness Fair and Expressive Arts Intergenerational Day with mental health professionals as part of the framework. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing
2.2.3	Encourage community mental health organizations to develop a "Buddy Program" so participants are comfortable attending various events, workshops, performances etc. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term
2.2.4	Develop, promote, and support community activities to enhance mental health including intergenerational programming that helps residents address mental wellbeing and overcome issues of isolation. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term

Focus Area 2

Health Services & Community Support (continued)

Strategy 2.3 Promote health screenings and provide educational programming that addresses chronic health conditions.		
2.3.1	Work with regional medical and health systems to provide health screenings to low-income and senior residents, including mobile health clinics to reach underserved populations, and pop-up clinics at the WFCOA, recreation centers and faith-based organizations. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term
2.3.2	Support and promote “Path to Wellness” programming, which integrates education and fitness to help prevent or manage chronic conditions such as diabetes, heart health, Parkinson’s, and falls prevention. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Short-term
2.3.3	Partner with the Northern Wake Food Security Team on their community outreach campaign to promote nutritional health, partnering with government, health care organizations, and nonprofits (like Tri-Area Ministry Food Pantry).	Ongoing

Strategy 2.4 Leverage the resources of state and national organizations and initiatives to expand programming and reach of health and community services.		
2.4.1	Join state and county initiatives such as Live Well Wake (Wake County initiative focused on access to healthcare, mental health and affordable housing) or capitalize on resources provided by Council on Aging of Wake County for resources related to mobility assistance, caregiving and respite care, supplemental services, and counseling resources.	Ongoing
2.4.2	Participate in national, evidence-based programs such as PEARLS (Program to Encourage Active, Rewarding Lives) that educates older adults and empowers them with new skills for living healthier, or Credible-Mind, free online evidence-based mental well-being platform that can be customized for your community to deliver greater reach, early intervention, and navigation to local programs.	Mid-term

Focus Area 3 | Social Engagement

Strategy 3.1 Improve visibility and accessibility for volunteer and civic activities.		 
3.1.1	Expand the Town volunteer website with other community volunteer opportunities from faith-based, nonprofits, schools, and civic organizations.	Short-term
3.1.2	Consistently promote the volunteer website via Town emails, newsletters, etc.	Ongoing
3.1.3	Host trainings for organizations on best practices to find and manage volunteers (e.g., background checks, onboarding, communication) to promote a good volunteer experience. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Long-term
3.1.4	Connect with high schools to encourage student volunteers or participation in civic programs.	Ongoing
3.1.5	Host an annual VIVA Volunteers (proposed name for new event) event where nonprofits and community organizations share their needs and opportunities for volunteer participation. Market heavily to seniors and high school students. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term

Strategy 3.2 Expand intergenerational events and programs that encourage shared experiences among all ages and strengthen the sense of community.		 
3.2.1	Fund and host regular intergenerational activities (including arts/ crafts, culinary, music, physical activity, dance, etc) coordinated through a consortium of organizations such as the WFCAA, Parks, Recreation and Cultural Resources (PRCR), ARTS Wake Forest, the Renaissance Centre, mental health nonprofits, and other community organizations. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Short-term
3.2.2	Invite high school students to participate in the planning and logistics for events.	Ongoing
3.2.3	Expand the connections between the WFCAA and local schools promoting intergenerational socialization (e.g., monthly Game Night) and educational programs such as “Boomers and Zoomers,” where teens teach seniors about technology and how to use their devices.	Ongoing

Strategy 3.3 Create safe socialization opportunities for tweens and teens (ages 10-15).		
3.3.1	Evaluate establishing tween and teen programming in a safe location (e.g., a “Teen Union Building”) to provide a place to socialize and hang out.	Long-term
3.3.2	Host quarterly events such as dances for tweens and young teens with music and opportunities to socialize.	Mid-term

Focus Area 4 | **Transportation**

Strategy 4.1 Enhance the ability to walk and bike to community amenities and services by increasing continuous sidewalks, bike lanes, and street crossings in both new and existing developments/neighborhoods.		
4.1.1	Conduct pedestrian and bike audits to prioritize problem areas.	Mid-term
4.1.2	Coordinate pedestrian and bicycle improvement recommendations into the Town's Transportation Plan, Community Plan, Capital Improvement Plan (CIP), and Unified Development Ordinance (UDO).	Ongoing
4.1.3	Encourage the timely adoption of the proposed additions to the UDO that will strengthen the walkability and safety of our streets and pedestrian network, including required traffic calming measures on new roadways, sidewalk extension standards for new development, new connectivity index requirements, and enhanced tree and bench installation standards for greenways.	Ongoing
4.1.4	Improve pedestrian crossings, especially downtown and nearby schools with visible markings and illuminated pedestrian signs (rapid flashing beacons) in heavily trafficked areas.	Ongoing
4.1.5	Research and apply for grant funding to aid in the construction of sidewalks and crosswalks, especially in high priority areas.	Ongoing

Strategy 4.2 Adopt national best practices for safe and complete streets.		
4.2.1	Continue to incorporate traffic calming and physical design standards to improve street safety and reduce speeds in residential areas.	Ongoing
4.2.2	Ensure routes to schools are safe, including raised intersections, flashing pedestrian signs, and continuous sidewalks.	Ongoing

Strategy 4.3 Enhance access to transit for senior citizens and those with driving impairments or disabilities.		
4.3.1	Monitor availability of Americans with Disabilities Act (ADA) equipped Go Wake Forest (GoWF) vehicles and ride metrics. Evaluate options for designating specific GoWF vehicles for seniors and people with disabilities and driving impairments, ensuring these vehicles are handicapped accessible.	Ongoing
4.3.2	Work with faith-based organizations, nonprofits, and senior housing to develop a volunteer transportation system for medical appointments. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term
4.3.3	Communicate all transit options, including paratransit, (A dedicated service route to hospitals and medical centers) in easy-to-access channels including resource guides, online, and in community buildings.	Ongoing

Focus Area 5

Outdoor Spaces & Public Buildings

Strategy 5.1 Increase the capacity for senior citizen programs and services by expanding the existing senior center (WFCAA) or building a second location.		
5.1.1	Use existing county and Town facilities to expand senior citizen programs (e.g., Wake Forest Library). <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Mid-term
5.1.2	Support developing the Wright property (next to the WFCAA) as a park to provide intergenerational outdoor enjoyment, including walking trails and gathering spots.	Long-term
5.1.3	Complete a feasibility study for an Intergenerational center, similar to the one in Winston-Salem, identifying high-demand uses, projected budgets, and operational partners.	Long-term

Strategy 5.2 Ensure that all public spaces and facilities have adequate and quality amenities with equitable access to the spaces and facilities themselves.		
5.2.1	Evaluate which areas of parks, greenways, and downtown do not have sufficient seating. Subsequently, make recommendations for the installation of age-friendly benches with backs and armrests etc.	Short-term
5.2.2	Review the 2024 PRCR Master Plan and support the addition of recreational facilities in areas of the Town that have less access to current parks and facilities.	Long-term
5.2.3	Continue to plan and secure funding for an Ageless, Multi-purpose Outdoor Sports Complex near Joyner Park. Ensure multi-modal accessibility by pedestrian, bike, and public transit.	Long-term

Strategy 5.3 Incorporate public art in outdoor spaces and public buildings to create a welcoming and visually appealing community.		
5.3.1	Create a Gateway Plan to identify and prioritize sites for gateway features and establish design standards. Ensure the Plan works in synergy with the Town's Wayfinding Plan.	Mid-term
5.3.2	Continue to showcase local artists of all ages with rotating shows in public buildings, libraries, community centers, etc. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing
5.3.3	Host an annual intergenerational art show where multiple generations work on art projects.	Ongoing

Focus Area 6 | Housing

Strategy 6.1 Increase the quantity and variety of age-friendly housing stock, which includes smaller and single-story homes, built with universal design standards.		
6.1.1	Ensure zoning and comprehensive plans promote neighborhoods where there is a variety of housing styles and sizes within a walkable distance (15 minutes) of amenities and services.	Ongoing
6.1.2	Reduce barriers to, and support construction of, Accessory Dwelling Units (ADUs).	Ongoing
6.1.3	Visibly promote aging-in-place housing options with education and outreach (e.g., webinars), and guidance materials for homeowners and Homeowners Associations (HOAs). <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Long-term

Strategy 6.2 Expand aging-in-place home modification programs for older residents and residents with disabilities wanting to stay in their homes.		
6.2.1	Partner with health organizations, design schools or other organizations with knowledge of universal design practices to provide home safety evaluations and recommendations.	Ongoing
6.2.2	Actively pursue state and federal grants and program funding to increase the budget for the Town's Housing Rehabilitation Program (HRP).	Ongoing
6.2.3	Maintain and expand partnerships with housing and community nonprofits (e.g., Habitat for Humanity, Resources for Seniors, Preserving Home) to increase awareness of the resources available to make no and low-cost repairs. <i>Community volunteers and/or partnering agencies will be needed to accomplish this item.</i>	Ongoing

Strategy 6.3 Increase the number of affordable housing units.		
6.3.1	Support the Town's efforts to build relationships with a local Community Land Trust to create more opportunities for affordable homeownership for low and moderate income households.	Ongoing
6.3.2	To advance senior housing recommendations within the Community Plan and address findings from the Housing Affordability Plan, the application of universal design principles in housing that receive low-income housing tax credits (LIHTC), community development block grants (CDBG), or other public funds is strongly encouraged and all such projects will be reviewed for universal design feasibility.	Ongoing

Appendix

Resources & Best Practices

Communication

County, State, Federal Resources to Explore

Wake County Community Grants: Local non-profits and senior services frequently receive funding from the county for specific community projects. In 2025, over \$1.5 million was approved for community grants to address local gaps.

wake.gov

Home & Community Care Block Grants (HCCBG): Administered through the [NC Division of Aging and Adult Services](#) and local Area Agencies on Aging (AAA), these funds support a coordinated system of services. Information and referral services—like a resource guide—often fall under the “Care Management” or “Information and Assistance” categories of these grants.

Examples and Best Practices

Georgia’s Coastal Area: (including Savannah and Beaufort County) has published a comprehensive Senior Resource eGuide detailing professional services, health services, community services, housing options and in-home assistance since 2016.

seniorsresourcedirectory.com/?utm_source=copilot.com

Orange County, NC: Created a searchable database and resource guide covering a wide array of topics providing access to critical information for seniors and caregivers.

orangecountync.gov/2804/Community-Resource-Guide

Kirkland Washington: This AARP age-friendly community developed a resource guide in 2023 as a result of their planning efforts and was digitized on the city’s website.

kirklandwa.gov/files/sharedassets/public/v/1/parks-amp-comm-services/recreation/kirkland-senior-council/senior_resource_guide_webfinal.pdf

Health Services & Community Support

County, State, Federal Resources to Explore

Healthy Places for Healthy People: This federal program helps communities integrate health improvement into their revitalization strategies.

epa.gov/smartgrowth/healthy-places-healthy-people

CAPABLE is a national program that integrates services from a healthcare worker (occupational therapist or registered nurse) and a handy worker who work together with the older adult to improve health, independence, and safety.

capablenationalcenter.org

Institute for Healthcare Improvement, Age-Friendly Health Systems Program that promotes evidence-based interventions in communities

ihi.org/partner/initiatives/age-friendly-health-systems

The National Recreation and Park Association (NRPA), with funding support from the Centers for Disease Control and Prevention (CDC), is partnering with local park and recreation agencies across the United States to increase access, availability, participation and reach of evidence-based physical activity programs for older adults through NRPA's Supporting Healthy Aging Through Parks and Recreation (SHAPR) initiative:

nrpa.org/our-work/partnerships/initiatives/healthy-aging-in-parks/evidence-based-interventions

Examples and Best Practices

Raleigh's Parks and Recreation wellness programming:

raleighnc.gov/parks-and-recreation/services/raleigh-parks-health-wellness-program

Orange County, NC: The OC CARES (Orange County Caregiver Awareness, Respite, Education & Support) program provides both in-person and online support for caregivers.

orangecountync.gov/169/Caregiver-Support-Services

Transylvania Regional Hospital in Brevard, NC, conducts programs and care for the 55+ population. Pairing clinical care with holistic wellness, Brevard combines individual therapy, group support, psychiatric medication treatment, with a vast outdoor array of outdoor wellness programs. transylvaniahealth.org/resources

Social Engagement

County, State, Federal Resources to Explore

Administration for Community Living (ACL):* HHS-2026-ACL-AOA-HDRC-0015: This forecasted federal grant (estimated June 2026 deadline) focuses on “Strengthening Aging Services” through community engagement techniques and technical assistance for minority and underserved older adults.

[grants.gov](https://www.grants.gov)

AmeriCorps Seniors: Provides federal funding for three major programs: RSVP (volunteerism), Senior Companions (homebound support), and Foster Grandparents (intergenerational mentoring). These grants are often used to scale existing volunteer infrastructure.

volunteersforcommunityimpact.org/about/about-ameriCorpsseniors-national

Examples and Best Practices

Cyber-Seniors (National/Rural Initiatives): Many towns in North Carolina and across the Midwest have used this model to pair high school students with seniors to bridge the “digital divide,” often resulting in lasting friendships that extend beyond the technical training.

cyberseniors.org

DOROT’s University Outreach (New York, NY): This program connects college students with older adults for weekly visits or phone calls. In some versions, students receive subsidized housing in exchange for spending a set number of hours per week with senior residents.

dorotusa.org/about/ourimpact

Champion Intergenerational Center (Columbus, OH): This facility co-locates a senior CARES program with a child preschool. They share a playground and indoor “town square” where planned activities like gardening and music occur daily.

leaderstat.com/knowledge-base/intergenerational-centers-growing

Forsyth County, NC Intergenerational Center for Arts and Wellness in Winston-Salem hosts an annual Intergenerational Arts Festival.

generationscenter.org/blooming-together

Transportation

County, State, and Federal Resources to Explore

Walk Friendly Communities is a national recognition program developed to encourage towns and cities across the U.S. to establish or recommit to a high priority for supporting safer walking environments.

walkfriendly.org

National Complete Streets Coalition (part of Smart Growth America) advocates for policies that ensure street design serves all users—pedestrians, bicyclists, motorists, and transit riders—regardless of age or ability.

[About the Benefits of Complete Streets Toolkit](#) | The Benefits of Complete Streets

Safe Streets and Roads for All (SS4A), a federal program that funds small-scale, community-led safety projects.

[Safe Streets and Roads for All \(SS4A\) Grant Program](#) | US Department of Transportation

National Aging and Disability Transportation Center (NADTC) Funded by the Federal Transit Administration and administered by Easterseals and USAging, NADTC provides information, training, and resources to improve transportation options for older adults and people with disabilities.

[NADTC.org](https://nadtc.org)

Examples and Best Practices

Davidson, NC is considered one of the most walkable cities in North Carolina with a Walk Score of 78 out of 100, indicating most errands can be accomplished on foot. The Town's commitment to complete street and sidewalk policies ensures a safe and walkable environment, guided by the Davidson Mobility Plan.

[Davidson Mobility Plan](#) | Davidson, NC - Official Website

Cary, NC, has a strong commitment to pedestrian safety and connectivity, recognized nationally as a [Silver-level Walk-Friendly Community](#) since 2022. The town's Comprehensive Pedestrian Plan serves as the main guide for future pedestrian facilities, integrating recommendations from multiple town plans.

In Kirkland, WA, the Peter Kirk Community Center van operates Monday – Friday, with reservations taken up 72 hours prior to service date requested.

kirklandwa.gov/Government/Departments/Public-Works-Department/Transportation/Getting-Around-Transportation-Division/Kenmore-Kirkland-Community-Van

Aging Forward Durham provides free transportation for seniors to medical and dental appointments throughout North Durham.

agingforwarddurham.org/transportation-info

The Center for Volunteer Caregiving provides seniors in Wake County with transportation needs, among other services:

volunteercaregiving.org/programs

Outdoor Spaces and Public Buildings

County, State, Federal Resources to Explore

North Carolina Community Foundation (NCCF): The NCCF manages hundreds of local endowment funds. Their 2026 community grantmaking cycles are often used for “brick and mortar” projects or essential equipment for community buildings.

Community Development Block Grants (CDBG): Administered by HUD and passed down to states, these are vital for “neighborhood revitalization.” Eligible Activities: Senior centers’ construction and ADA-compliance renovations are high-priority, eligible activities.

Examples and Best Practices

The Intergenerational Center for Arts and Wellness in Winston-Salem uses arts and wellness programs to bring together youth and seniors in a one-of-a-kind community space. Founded on the belief that how we care for older adults defines our community, and that sound intergenerational relationships help the community thrive, 21 organizations have come together in a public-private partnership to offer programs and community services.

seniorservicesinc.org

Albuquerque Multigenerational Centers (Albuquerque, NM) The City of Albuquerque operates several centers (like North Domingo Baca) that are intentionally designed for all ages from the ground up.

- The Model: These are large, municipality-run facilities that combine senior-center services with youth “out-of-school” programs.
- Core Activities: They offer before-and-after school care for K- 8 students alongside traditional senior programming, sharing facilities like gyms, computer labs, and social halls.
- Website: [City of Albuquerque Multigenerational Youth Programs](https://www.ci.albuquerque.nm.us/programs/multigenerational-youth-programs)

Housing

County, State, Federal Resources to Explore

Southeast Affordable Housing Administration (SAHA) — NC & SC

A standout regional nonprofit focused on naturally occurring affordable housing (NOAH) and minority-led community development. SAHA has created or preserved over 8,700 affordable homes since 2017. It uses federal, state, and local incentives to keep housing affordable and provides wraparound services like credit repair and counseling. It is strong at public-private partnerships and community-driven development.

sahahousing.org

Examples and Best Practices

The City of Kirkland, WA has adopted detailed ADU Pre-Approved Plans

kirklandwa.gov/Government/Departments/Planning-and-Building/Housing/The-Kirkland-ADU-Toolkit/Explore-Kirkland%E2%80%99s-Pre-Approved-Plans

Providence, RI: A “Connected Community” model is being explored to co-locate independent living for older adults with housing for childcare and workforce members, creating a multi-generational, age-friendly environment.

www.providenceri.gov/planning/citizen-participation-plan

Redmond, WA: Recently launched an Incentive Program that offers benefits to developers who incorporate universal design, accessible housing, and sensory spaces into their projects.

redmond.gov/2378/Development-Incentives-Program



2024 NEEDS ASSESSMENT REPORT

Prepared by Ann Welton



**Age-Friendly Communities
Are Livable for
People of All Ages**
aarp.org/livable

Introduction

An age-friendly community is a place where people of all ages can live, work, and thrive in a safe, supportive, and inclusive environment. It promotes accessibility, safety, social engagement, and overall well-being. An age-friendly community also ensures that the needs of older residents are fully integrated into the fabric of the community so they can remain active, independent, and connected.

Along with the rest of the nation, the population in Wake Forest is aging. According to the U.S. Census Bureau, by 2034 the nation will have more people aged 65 or older than under 18. In North Carolina, the population of individuals aged 65 and older will grow from 1.9 million to 2.8 million by 2042. In addition, the aging population is increasingly more active and independent, impacting how a city plans for and supports people as they age in place.

This demographic shift presents an opportunity for communities like Wake Forest. It has been documented that well-designed, age-friendly communities foster a strong economy and make for happier, healthier residents of all ages. Under the leadership of the Town's elected officials, staff, and committed residents, a movement is underway to ensure that our Town of Wake Forest is not only prepared for this demographic shift but embracing it. The Town of Wake Forest is not acting alone. The State of North Carolina is working to respond to these evolving demographics and the complex challenges they present. To that end, in 2024, the state developed the All Ages, All Stages NC Multisector Plan for Aging (MPA).

ncdhhs.gov/imstillhere

Additionally, the Town of Wake Forest applied for and was accepted into the AARP network of Age-Friendly Communities, a consortium of over 940 cities, counties and states across the country. This five-year program is designed to help cities and towns become more age-friendly through policies, programs, and general awareness.

By taking advantage of the state's MPA framework and the resources provided by the AARP Age-Friendly Community Network, the Town of Wake Forest is positioning itself to address the multifaceted needs of older adults and residents of all ages.

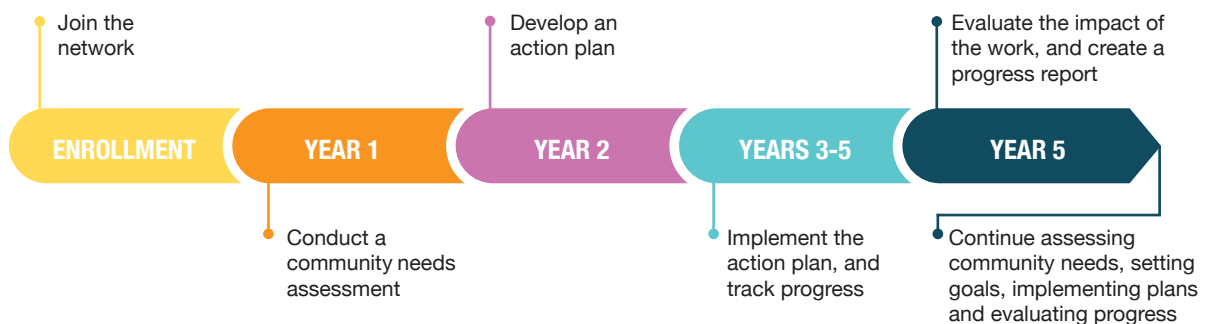


Project History

The Town of Wake Forest was officially accepted into the AARP Age-friendly community program in June 2024. In September 2024, an Age-Friendly Community Committee was established. Committee members were recruited to reflect the varying ages, ethnicities, and overall demographics found in the Town of Wake Forest. Committee members assisted in developing surveys, planning focus groups and listening sessions, reviewing information, as well as providing their own input and expertise.

The Age-Friendly program requires a “Community Needs Assessment” which was conducted from September 2024 through February 2025. The goal of the Needs Assessment is to determine to what extent. The Town of Wake Forest excels at being age-friendly, and where it has opportunities to improve.

An Age-Friendly Community Survey (in both paper and digital versions) which was distributed widely for three months, receiving more than 1,200 responses. The survey data then helped to identify priorities listed in this plan and areas that required additional input to develop further recommendations. Three areas were identified as needing in-depth focus groups: Life for teens and tweens; Senior Services across a broad spectrum; and Caregiver support. Survey data, focus group responses, and committee members’ input were used to formulate this proposed Action Plan.





8 Domains of Livability

This Needs Assessment for the Town of Wake Forest reflects the eight domains of livability, established by the AARP. All eight domains cannot be tackled at once, however keeping all of them front and center as we make plans and prioritize where to invest resources ensures that we are always looking at the entire scope of livability in the Town.

After conducting the Needs Assessment, Domains 4, 5, and 6 have been combined into one: Social Engagement. The domains are prioritized in this order:

1. Communication and Information
2. Health Services and Community Support
3. Transportation
4. Social Engagement
 - a. Civic Participation and Employment
 - b. Social Participation
 - c. Respect and Social Inclusion
5. Outdoor Spaces
6. Housing

Focus Area 1

Communication & Information

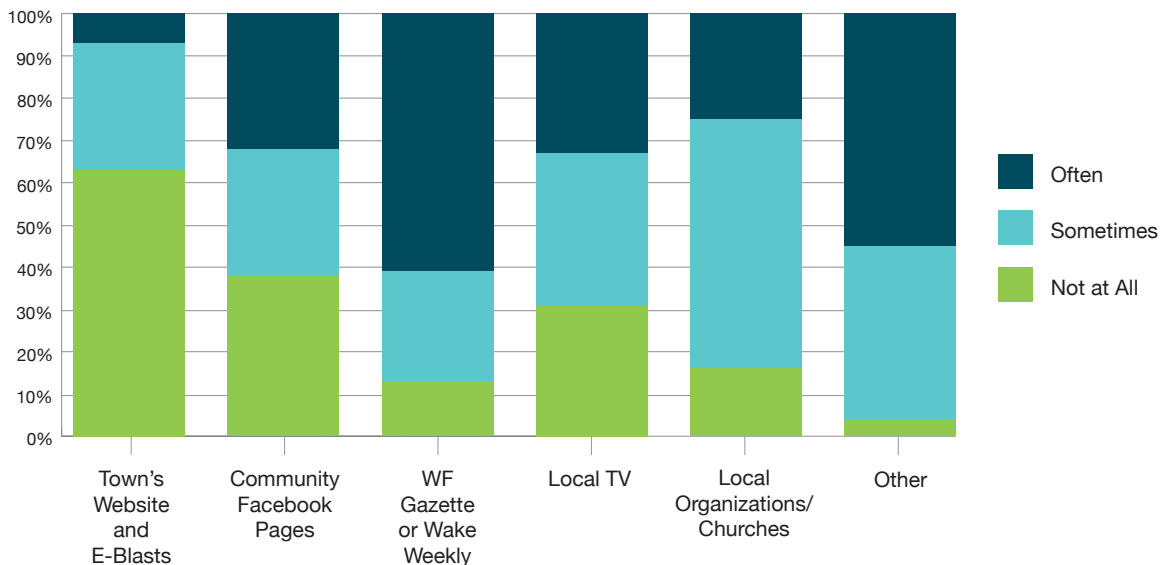
This domain is focused on how residents find out about programs, services and events, whether through communication from the Town of Wake Forest, local organizations, social media and other sources.

Desired Outcome

Up-to-date information on programs, services, and events that is easily accessible in formats for all age groups.

Key Findings

Communication Sources of Town Information



Assets

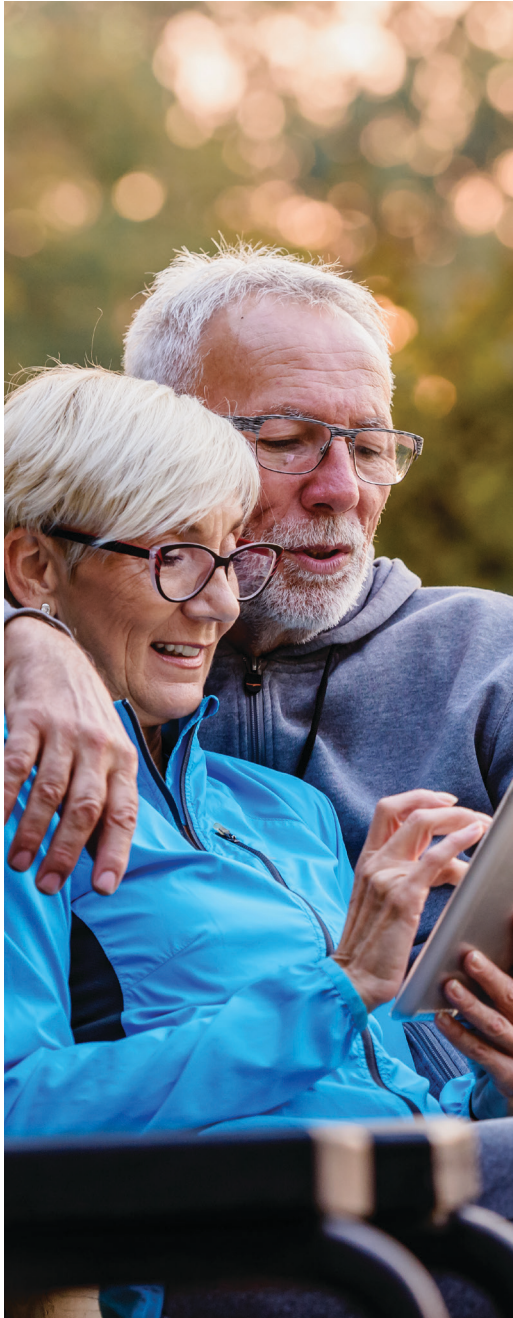
During the Needs Assessment phase of this project, it was noted by over 80% of survey responses that there was a good range of resources for information about services and events in town. Over 90% of those providing input said they used the town's communications channels, with almost 70% using faith organizations and social media (over 90% of those younger than 55 years old used social media regularly).

Focus groups also talked about the many different resources in the area to respond to the needs of aging adults, caregivers, and those with special needs in our community.

Gaps

Younger residents did not report experiencing a gap in information, however residents 55+ had a more difficult time finding the resources they needed. What is evident is the lack of a one-stop source for assisting seniors, caregivers and those with special needs to find the information they need - when they need it. For seniors, this included access to non-digital formats.

Another gap identified by the survey and focus group was information for seniors, delivered in person, on issues such as changes in financial and medical policies or how to avoid scams.



Recommendation 1A

Develop a Resource Guide for Senior Services available in Wake Forest and Wake County. Provide the Guide in digital form through the Town and local organizations as well as print copies in a limited number to distribute as needed.

Recommendation 1B

Maintain a centralized method of communication with Wake Forest residents.

- Establish an 800 number to get answers for all things related to Senior Services.
- Train Town of Wake Forest lobby volunteers (and others) to answer the 800 number calls, use the online resource, and direct callers to the appropriate services.
- Print brochures and magnets with the 800 number and brief explanation of the information that can be accessed. Distribute widely to Town and County facilities as well as every medical office in the area.
- Staff event booths at Town events and share information (FNOW, Forest Fest, WF Cares, etc.)
- Utilize Wake County's 211 information hotline.

Recommendation 1C

Establish biannual Scam Jams to alert the aging population about potential scams aimed at their demographic. Scam Jams can be used to kick off other programming geared towards helping aging adults manage their finances safely.

Focus Area 2

Health Services & Community Support

This domain covers issues related to health and community services including primary healthcare, mental health and caregiving.

Desired Outcomes

A community that helps caregivers of all kinds with navigating resources and providing respite opportunities and support groups.

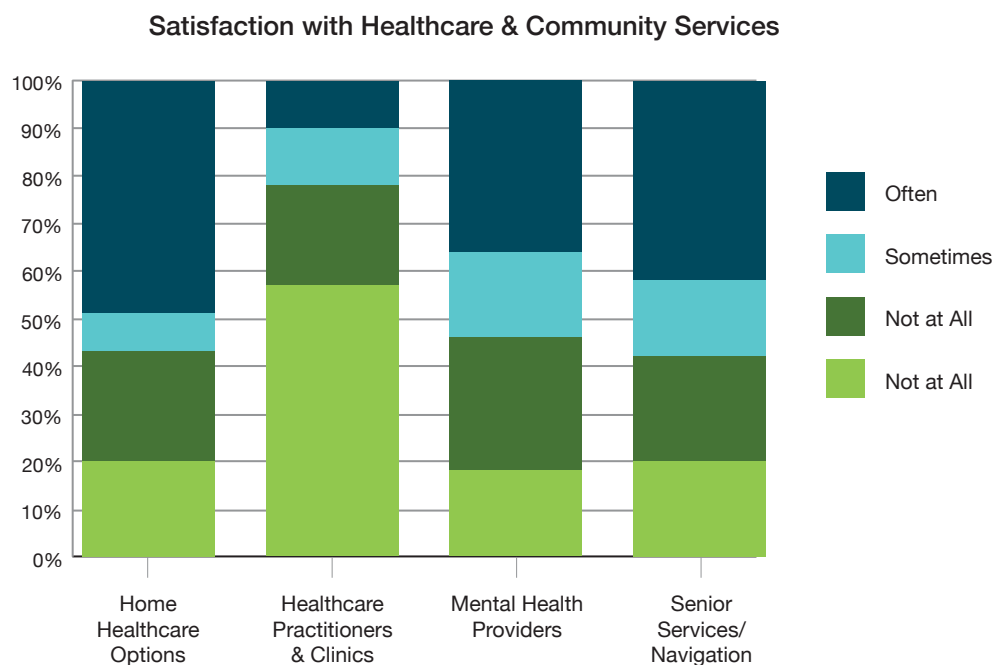
Enhanced access to mental health services for both children and adults.

Those serving as a caregiver, either for an aging parent, a spouse, or a child with disabilities face ongoing challenges. National studies show that one in five people identify as an unpaid caregiver. This statistic was consistent with the results of the Wake Forest Age-Friendly survey in which 22% of respondents reported that they were unpaid caregivers. As with Senior Services in general, resources for caregivers are available, but those who need them are often not aware.

There is a similar need for mental health services for all age groups. With suicides rates in youth continuing to rise, especially for youth of color, and social isolation increasing for seniors, access and affordability of mental health resources become increasingly important to a growing town like Wake Forest.

Key Assets

For the most part, residents providing input into this project said that Wake Forest is well-served by primary care health providers. However, far fewer were satisfied with access to mental health or caregiver/senior services.



Gaps

Locally, major health systems like Duke and UNC Health have developed programs specifically to help caregivers navigate healthcare and social services. Yet, becoming a caregiver is often not by choice, but by necessity, therefore people don't know how or where to find help with these resources in a timely manner.

Recommendation 2A

Provide structured support for caregivers

- Establish quarterly Caregiver Resource Days at a Town Facility and promote attendance through a marketing campaign aimed at caregivers.
- Provide a safe space for those being cared for so the caregiver can participate in the sessions.
- Establish a network and support groups for caregivers.

Recommendation 2B

Provide resources for and information about healthy aging-in-place -- the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level.

- Develop a series of educational sessions at the Center of Active Aging (Senior Center) about aging in place.
- Include information in the Senior Resource Guide.

Recommendation 2C

Promote health screening and provide educational programming that addresses chronic health conditions

- Promote regular health screenings, working with medical and other community-based partners to reach low-income and senior residents.
- Continue to support educational and fitness programs specifically focused on managing or preventing chronic health conditions such as diabetes and heart health.

Recommendation 2D

Provide better access to information and services surrounding mental health.

- Increase awareness for Veteran's services and the Mobile Crisis Unit.
- Promote community activities to enhance mental health, especially intergenerational events.



Focus Area 3

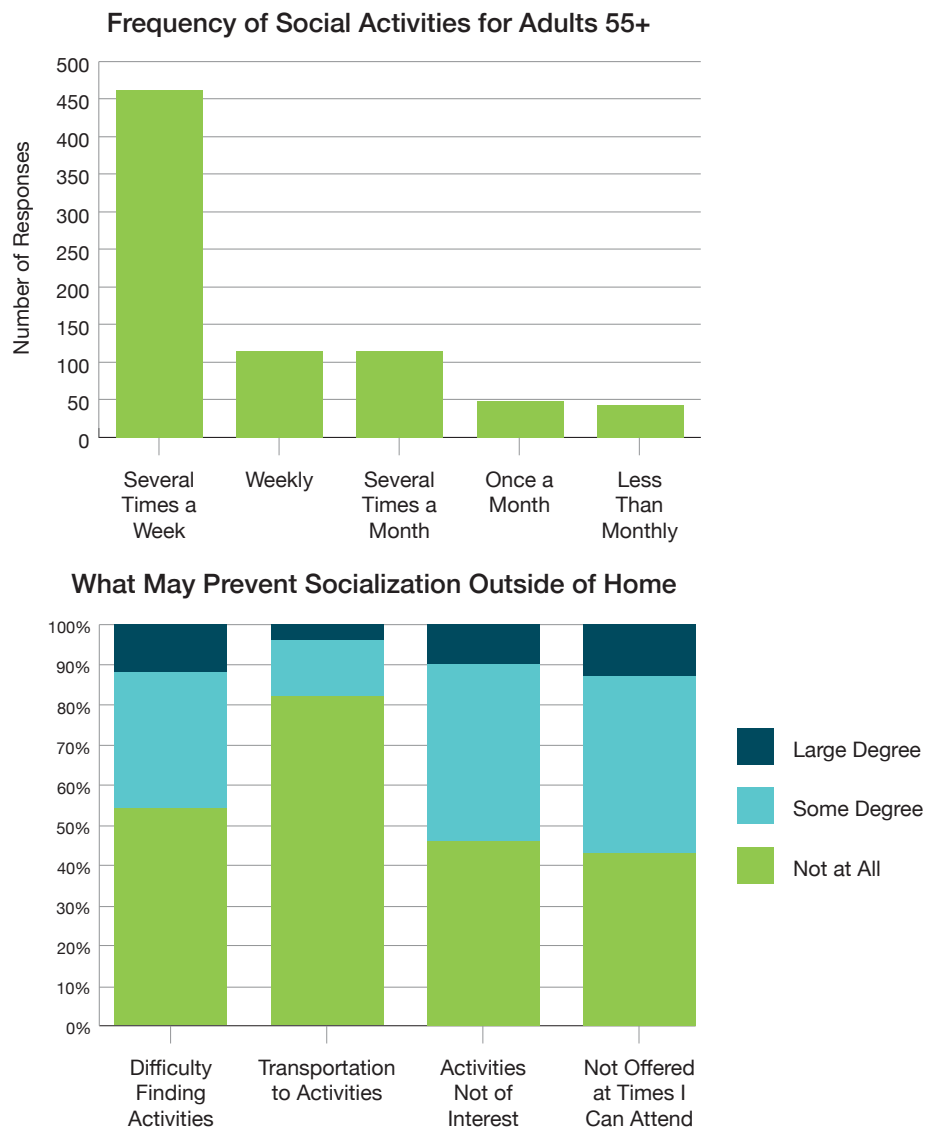
Social Engagement

This domain focuses on social participation and civic engagement that allows people to feel connected and contribute to their community. High levels of socialization are correlated with greater physical and mental health, especially among older adults, and help to create strong civic-minded communities.

Desired Outcomes

A community where social engagement is promoted and where intergenerational involvement is the norm, not the exception. From young families to the oldest of adults, residents socialize, volunteer, and share experiences with each other.

Key Findings



Gaps

Recommendation 3A

Create a page on the Town of Wake Forest website that houses volunteer opportunities across the Town including churches, non-profits, and schools. This single source will enhance the ability for youth and adults to find and access volunteer opportunities.

- Rely on the Town Communications Department to consistently promote the site in weekly newsletters.
- Improve volunteer experiences by having periodic training for organizations on managing a volunteer program.

Recommendation 3B

Establish regular events and activities that bring together multiple generations to share experiences and build strong community connections.

- Fund and host regular intergenerational activities coordinated through a consortium of organizations such as the Center for Active Aging (Senior Center), the Renaissance Centre, mental health nonprofits and others. Work with schools to have students help plan and participate in these events.

Recommendation 3C

Create safe socialization opportunities for Tweens and Teens (ages 10-15).

- Host town dances or seasonal events several times per year for young teenagers to enjoy music and socialize in a safe, controlled environment. Provide food trucks and information on other youth events and youth resources.
- Encourage the Town of Wake Forest to actively pursue hosting state and regional youth sport or academic competitions.



Focus Area 4

Transportation & Pedestrian Infrastructure

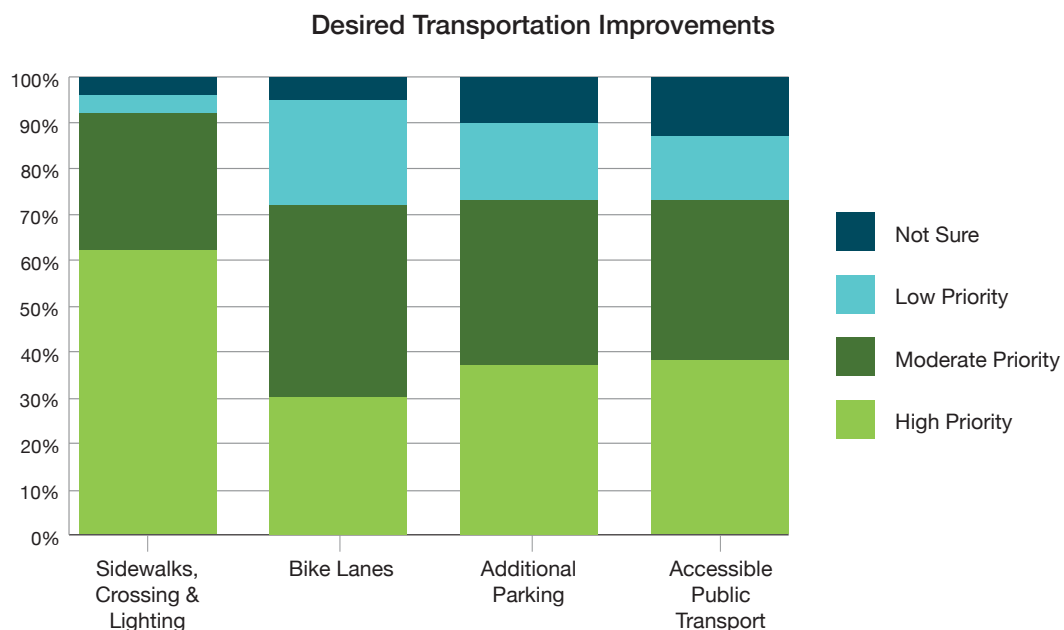
This domain focuses on how cities plan for and support multi-modal forms of transportation, including walkable and bikeable streets and affordable transportation alternatives to cars, especially for those with driving or mobility difficulties.

Desired Outcome

A Town that promotes and encourages residents to use all modes of transportation by providing infrastructure that supports walking, biking and public transit options.

Key Findings

Satisfaction with Wake Forest's transportation system was the lowest rated survey issue among all age groups. While the condition of the streets in Wake Forest was largely considered satisfactory, only 33% of survey respondents were satisfied with public transit and parking, and even fewer, 24%, were satisfied with pedestrian and bike access and safety. Written comments further noted that transportation infrastructure has not kept pace with the rapid rate of housing and commercial development, causing increased traffic delays.



When asked about street and transportation improvements, the highest priority was given to improving sidewalks and crossings, followed by accessible public transportation. Survey responses noted a lack of continuous sidewalks along main roads that connect residents to schools, downtown, and commercial areas, making it unsafe to walk or bike.

While many residents liked the new GoWake transit system, those with driving limitations often commented that the system was rarely available when they needed it, and requested several vehicles be set aside for seniors and those with disabilities.

Gaps

Recommendation 4A

Conduct pedestrian and bike audits to identify and prioritize areas for pedestrian and bicycle improvements.

Recommendation 4B

Improve access to transit for seniors and those with driving impairments.

- Evaluate options for designating specific GoWake vehicles for seniors and people with disabilities that limit their driving, ensuring these vehicles are handicapped accessible.

Recommendation 4C

Encourage the Town of Wake Forest to continue the adoption of the best national practices for safe streets such as those found in Complete Streets, a national smart growth initiative with over 1,700 jurisdictions.

- Ensure the Uniform Development Code (UDC) promotes complete sidewalks with continuous points of connection between areas of development.



Focus Area 5

Outdoor Spaces & Public Buildings

This domain focuses on parks, greenways, recreation facilities, and public buildings that provide options for exercising, socializing and learning new things.

Desired Outcome

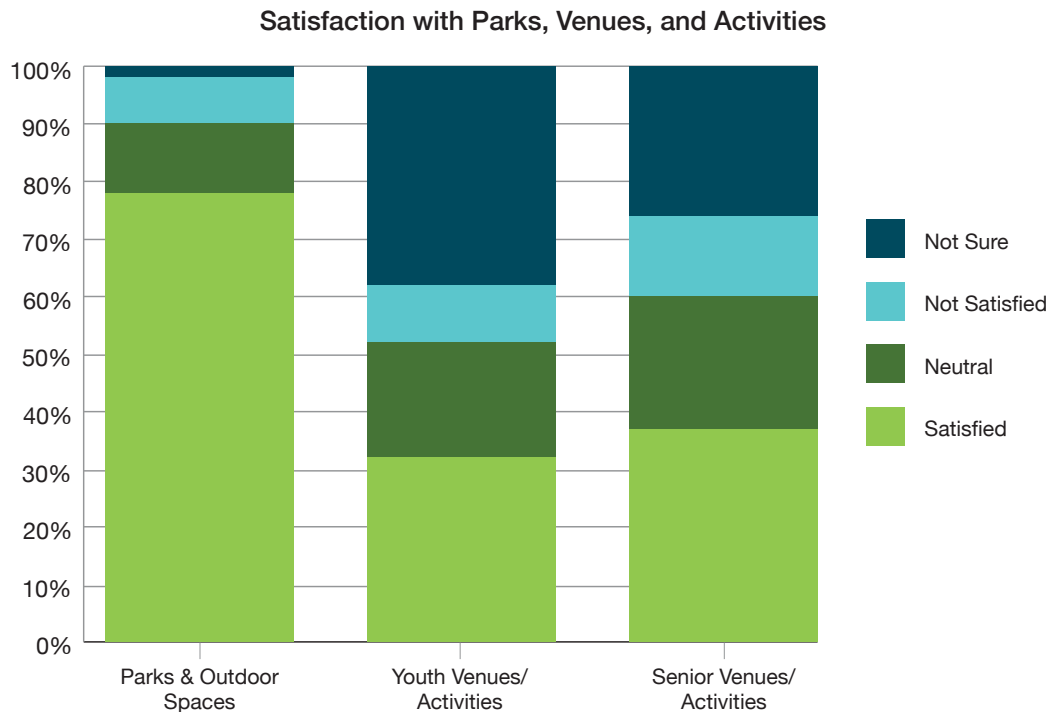
A community where parks, greenways, and outdoor meeting places are safe, clean, maintained, and enjoyed by all ages and demographic groups.

Key Findings

Survey respondents were overwhelmingly satisfied with the Town's outdoor spaces including parks and community centers.

Assets

Wake Forest parks and community centers are well maintained and enjoyed year-round by residents.



Gaps

Capacity continues to be an issue. As the Town's population explodes, so does the need for recreational spaces, fields, courts, and community center space.



Recommendation 5A

Expand the existing or develop a second senior center.

- Expedite the assessment and planning of a new center.
- Utilize other town facilities to immediately expand class offerings and space for workshops, support groups, and informational sessions.

Recommendation 5B

Expand and improve the amenities in public spaces and recreation centers to serve all areas of the town and meet the demand of high-use activities.

- Provide additional benches and restrooms in parks and along greenways.
- Expand facilities and offerings for high-demand activities, especially those that serve a variety of age groups, such as pickleball, which is the fastest growing sport for both youth and adults.

Recommendation 4C

Improve the quality of life through the addition of public art in all outdoor spaces and recreation centers, as well as throughout the Town.

Focus Area 6

Housing

This domain focuses on housing that provides options for those of different ages, is affordable for older adults and those on fixed incomes and is physically accessible to people with varying mobility levels or who wish to age in place.

Although more than a *quarter of adults* in the United States have some sort of disability only around 4 percent of national housing stock is accessible for those with moderate mobility difficulties, and less than 1 percent of housing units are fully wheelchair accessible. (National League of Cities)

Desired Outcome

A community with housing options for people of different ages, incomes and mobility.



Key Findings

Most people participating in the needs assessment found the array of housing in Wake Forest adequate. However, they rated the affordability of housing and housing stock for seniors and those with disabilities very poorly.

The rate of development in Wake Forest has been rapid, and many people are now concerned about the additional traffic and perceived lack of supporting infrastructure.

Gaps

Recommendation 6A

Promote Assessor Dwelling Units (ADUs) to help address senior and affordable housing challenges. ADUs add to the housing supply without requiring large-scale construction projects.

Recommendation 6B

Promote the construction of universal-designed homes that allows people to live independently as long as possible. This includes no-step entry, one-story living, wide doorways and hallways, and spaces that can be easily modified as individuals age.

- Provide financial incentives to developers and builders for building universal-designed homes.

Recommendation 6C

Provide more options for independent and active older adults.

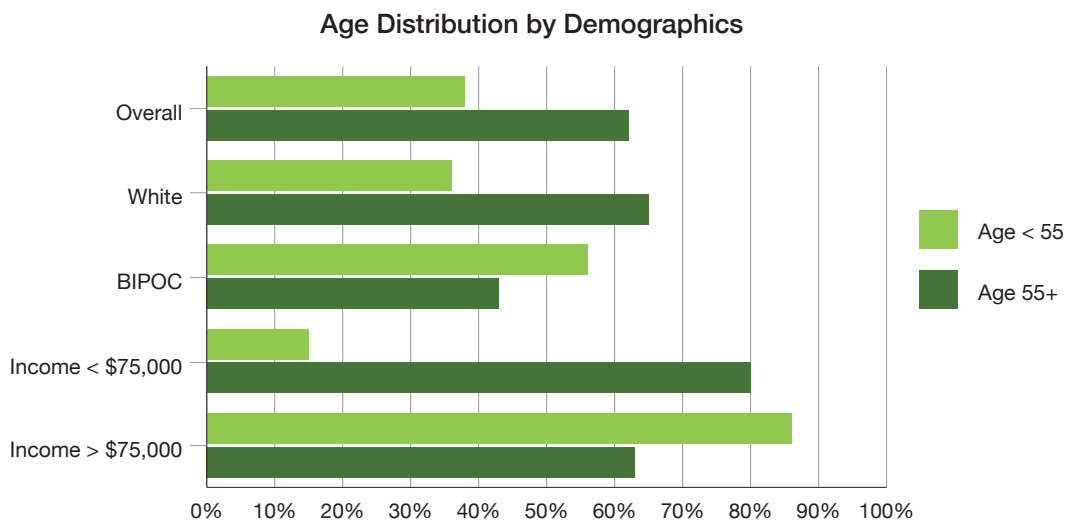
- Encourage the construction of smaller single-story homes, especially near retail and service amenities.
- Provide programs that assist older adults with home repairs and maintenance and the installation of emergency response systems, helping them stay in their homes longer.
- Work with community and faith-based organizations which are already undertaking efforts to create more affordable housing.



2024 Age-Friendly Survey Summary

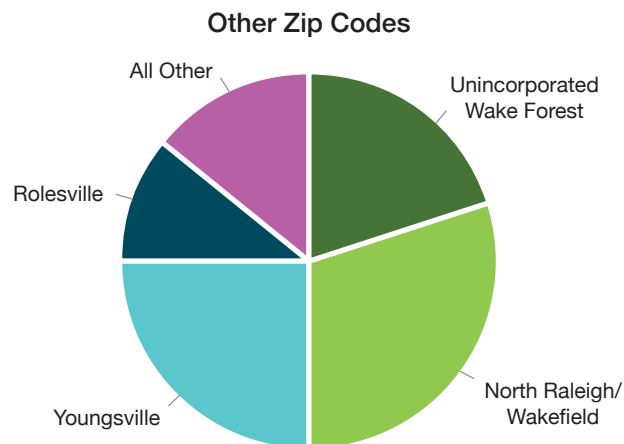
In the fall of 2024, the Town of Wake Forest developed and conducted an Age-Friendly survey open for 11 weeks. 1200 people answered the survey (one of the highest response rates of any town survey). The survey sought input from a wide range of residents on issues related to the town's livability. The survey also recognized that issues can vary by the age, income, and race of residents, so some questions were further broken down by one or more of these categories.

Demographics of Survey Responses



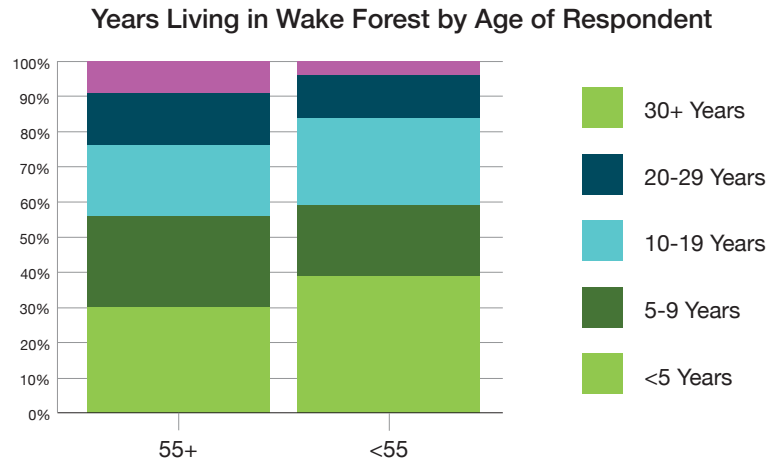
Residency

Almost 90% of responses were from people living in Wake Forest; others included:



Length Of Time In Wake Forest

While there was some difference in how many years people lived in Wake Forest, the largest percent for both age groups was less than 5 years, and the mean for both age groups was 5-9 years.



Race/Ethnicity

Overall, respondents were far less diverse than recent demographic estimates. However, respondents younger than 55, had diversity rates more than twice that of older respondents.

	55+	<55	Total	% Identified Total	Census
White/Caucasian	554	290	844	85.2%	67.4%
Black	40	29	69	7%	17.9%
Hispanic	9	23	32	3.2%	7.8%
Asian	6	28	24	2.4%	2.2%
Mixed/Other	10	22	22	2.2%	4.1%
Prefer Not to Say	63	26	89		
BIPOC* Percent	140%	23%	13.5%		32%

Educational Attainment

Respondents had higher levels of education compared to the Census Bureau's estimate of the general population of Wake Forest. This level of education was consistent among all age groups.

	Survey	Census
High School or Less	9.4%	16%
Associates or Some College	17.2%	26%
Bachelor's	36.4%	36%
Advanced	37.2%	22%

Summary of Key Assets & Issues

The survey asked questions related to each domain of livability included in this plan including:

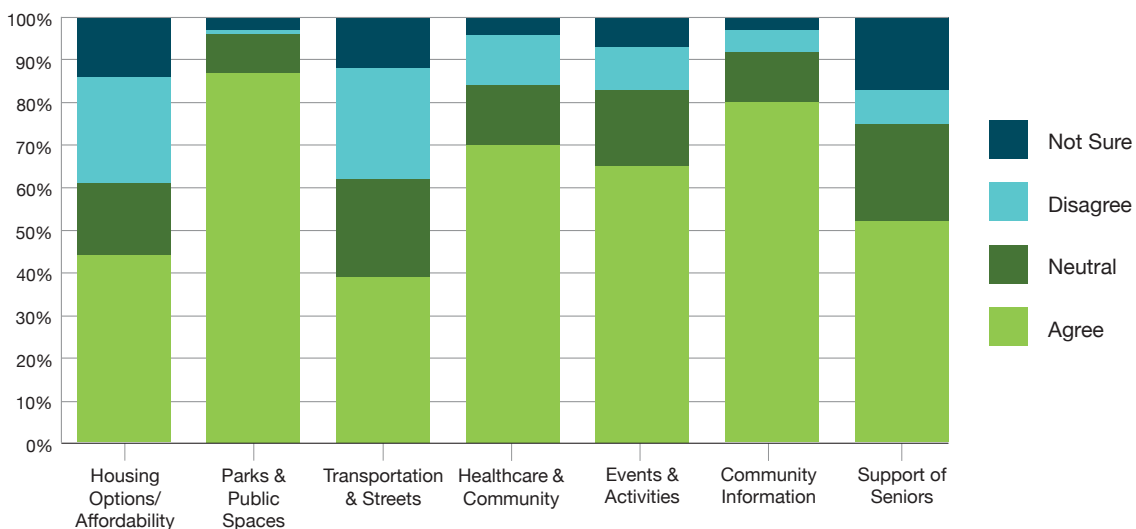
- How well the town is addressing or has desired amenities for each domain,
- What resources or amenities residents are currently using, and in some cases, preferred to use,
- The preference or priority for certain types of improvements, and
- Other suggestions, comments, or recommendations that respondents had (Open ended responses).

Livability Vision

The survey asked how well Wake Forest is performing on specific age-friendly goals.

- There are a variety of housing options that accommodate different needs and income levels.
- The town's public spaces (parks, outdoor spaces, and community buildings) are safe and well-maintained.
- The town is well-served by a range of healthcare facilities and community providers.
- There are accessible, affordable, and culturally diverse events and activities for residents of all ages.
- The town has safe, reliable, and easy-to-use transportation options including public transit, walking, and biking.
- People can easily access information about the community through multiple forms of communication.
- The town is supportive of older adults and respects their contributions to the community.

Overall Ratings of Age-Friendly Issues



The following table breakdown responses to age friendly goals by the two major age groups. For most goals statements there were only minor differences, indicating a general consensus on issues.

	Agree 55+	Agree <55	Neutral 55+	Neutral <55	Disagree 55+	Disagree <55	Not Sure 55+	Not Sure <55
There are a variety of housing options that accommodate different needs and income levels.	41.9%	48.5%	16.6%	16.5%	23.6%	28.3%	18.3%	7.4%
The town's public spaces (parks, outdoor spaces, and community buildings) are safe and well-maintained.	86.1%	90.6%	9.2%	7.9%	1.8%	1.2%	3.2%	0.5%
The town is well-served by a range of healthcare facilities and providers.	67.4%	64.5%	15.4%	17.2%	11.9%	13.8%	5.4%	3.9%
There are accessible, affordable, and culturally diverse events and activities for residents of all ages.	66.1%	64.0%	17.7%	20.0%	9.2%	10.3%	7.3%	5.9%
The town has safe, reliable, and easy-to-use transportation options including public transit, walking, and biking.	37.0%	42.1%	22.6%	22.9%	24.9%	27.1%	16.0%	8.6%
People can easily access information about the community through multiple forms of communication.	79.2%	82.3%	12.8%	11.8%	2.5%	3.0%	5.9%	3.2%
The town is supportive of older adults and respects their contributions to the community.	54.8%	48.0%	25.2%	21.2%	7.9%	4.4%	12.6%	26.8%

Transportation

Satisfaction with Transportation System

Pedestrian and Bike Safety #1 Concern. Of those providing an answer other than “not sure”, approximately 54% of respondents were satisfied with the condition of streets, whereas only 33% were satisfied with public transit, 32% were satisfied with parking, only 24% with pedestrian and bike access and safety. The town is supportive of older adults and respects their contributions to the community.



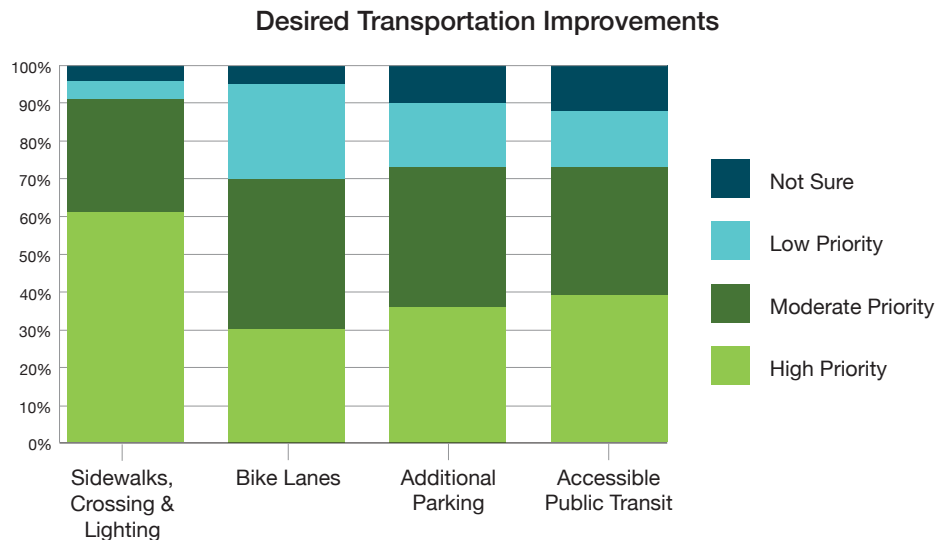
Preferred Methods of Transportation: Other than driving themselves, walking, riding a bike and having others drive you were the top three preferred methods of getting around town for nonwork-related activities.

Top Methods of Transportation Besides Driving Yourself

	55+	<55	Total	% of Total Survey Responses
Walk	172	162	334	31%
Bike	65	61	127	12%
Have Others Drive You	110	60	170	16%
Take Public Transit	28	30	58	5%

Top Transportation Issues

When asked how respondents would prioritize certain street and transportation improvements, sidewalks and pedestrian crossings topped the list. However, bike, parking, and public transit improvements were also recommended by approximately 70% of respondents. When desired improvements were ranked by age, only parking had a significant difference in priority rating.



High Priority Transportation Issues

	55+	<55
Sidewalks, Crossings, and Lighting Improvements for Pedestrians	61%	66%
Bike Lanes, especially to Downtown and Commercial Areas	29%	36%
Parking	43%	25%
Public Transit Improvements	40%	38%

Written responses related to transportation indicated that people liked the new GoWake public transit system and, for the most part, thought streets were well maintained. The most repeated comments for improvements included:

- Making sidewalks continuous on roads leading to retail centers and schools (e.g., Rogers Road)
- Improving and adding more pedestrian crossings downtown and on roads leading to downtown.
- Improving pedestrian and bike crossing of Hwy 98, enhancing access for those living south of 98 (the majority of new development) to get into downtown, especially on the new Franklin Street Intersection.
- Add more bike lanes, especially to public spaces and community centers.
- Add dedicated GoWake transportation vehicles or allow the reservation system to prioritize rides for seniors and those with disabilities so people with driving difficulties have better access.

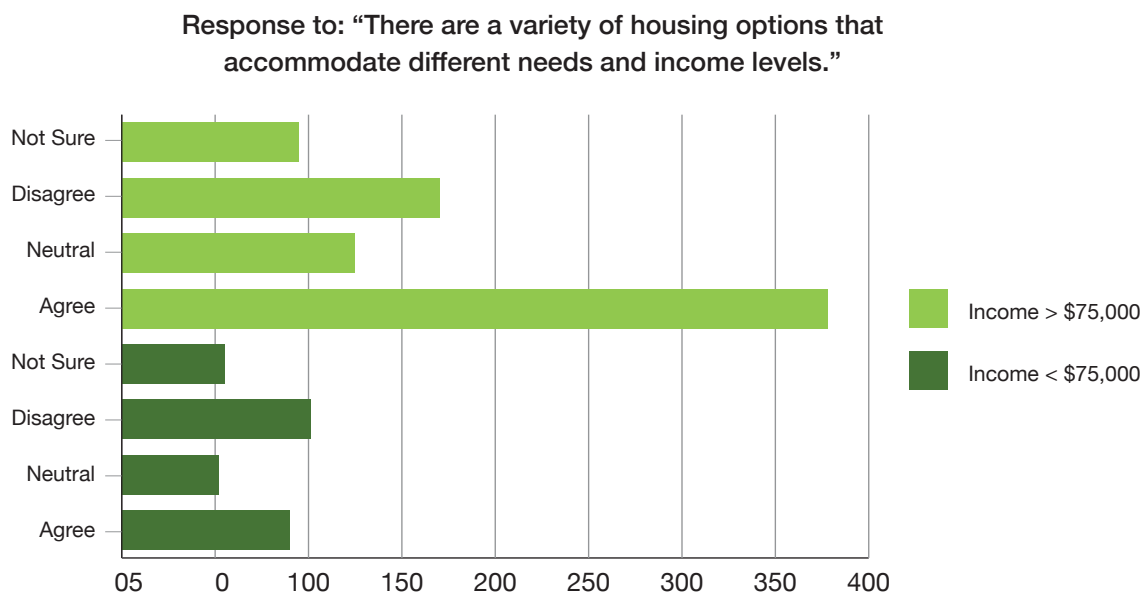
Housing

Housing was the livability or age-friendly issue with the highest rate of dissatisfaction, especially when it came to affordability or options for seniors.

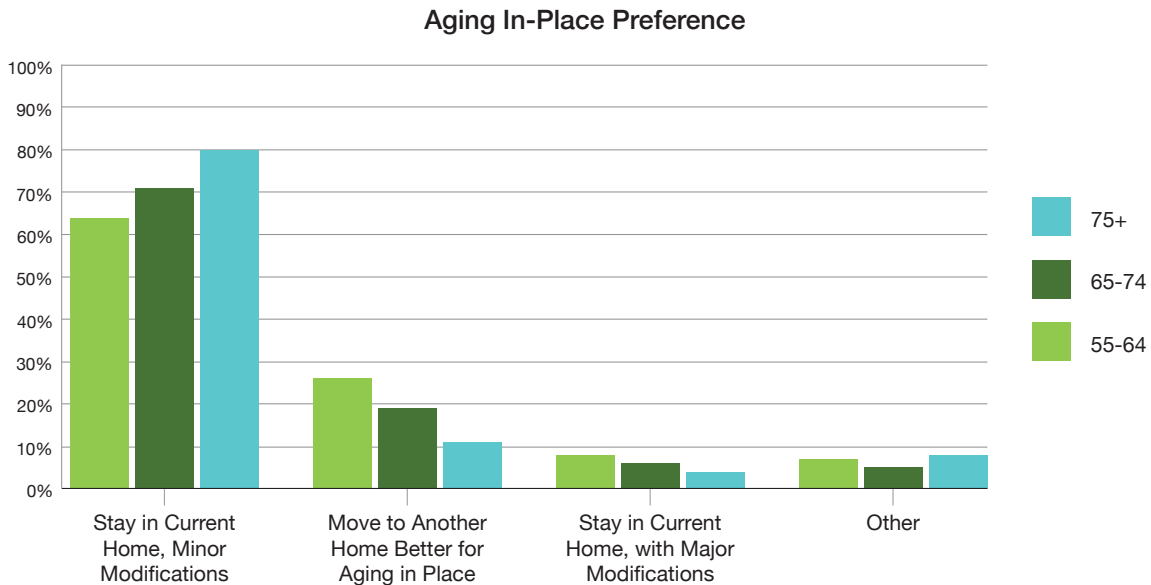


Responses by Income Level

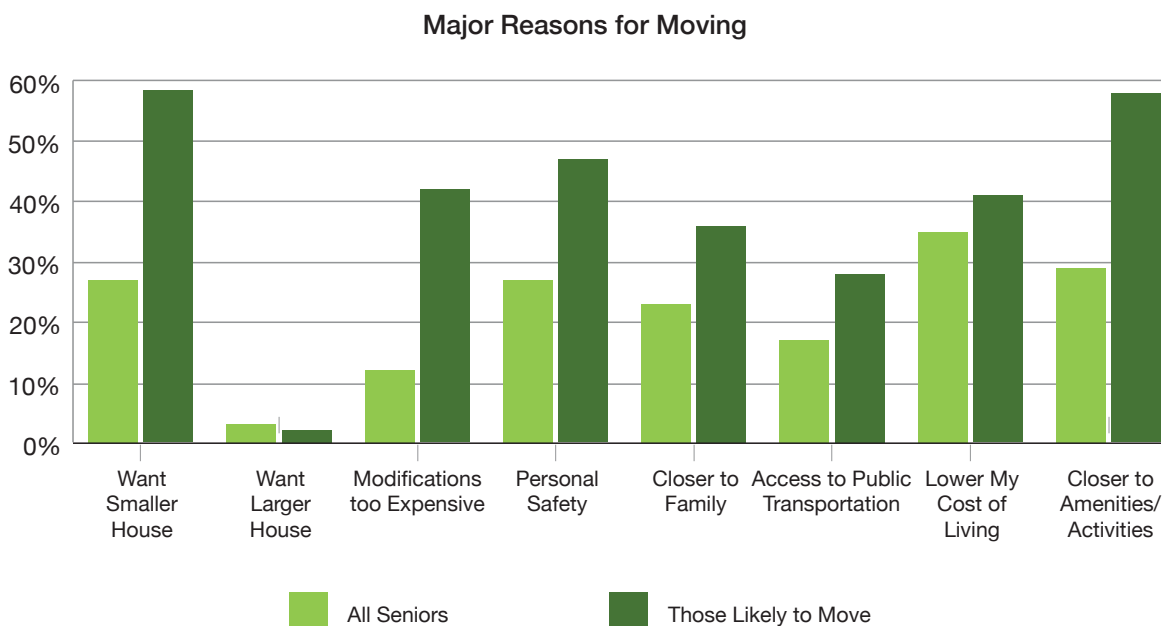
While a majority of survey questions did not have significantly different responses based on income, housing was an exception. 50% of respondents with annual incomes >\$75,000 were satisfied with housing options, compared to less than 30% for those with incomes <\$75,000; Only 21% of higher income people were dissatisfied, compared to 33% of lower income respondents.



Housing for those over 55 years of age. The ability to age in place is a key tenant of an age-friendly community. **Not surprisingly, most older adults want to stay in their home.** This increased by age group, with 80% of those over 75 wanting to remain in their current home, compared to just over 60% for those 55-64. These response levels, taken with the lack of availability of smaller or universal designed homes become a significant issue with age-in-place housing.



When asked about the reasons they would move, wanting a smaller home and being closer to amenities and activities top the list for those most likely to move. This strongly correlates with other housing responses that indicate people wanted to see smaller homes.



Written Comments

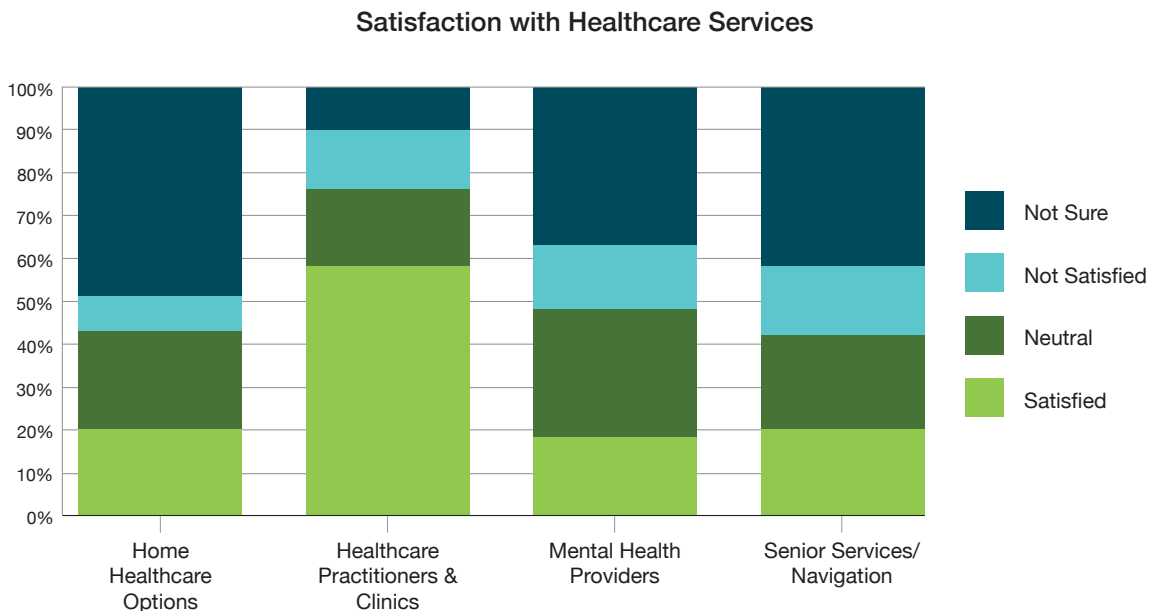
Many written responses highlighted the need for more affordable housing and smaller singlefamily housing. There was much dissatisfaction with the high rate of new residential building, especially apartments, as well as the lack of connections (sidewalks and bike lanes) between development and public/retail services.

Of the 570+ written comments for housing

- 142 responses were concerned about affordability and the lack of affordable housing throughout the Town.
- 96 responses referred to the lack of smaller, single-level or housing designed to age in place (universal design)—Seniors commented there was a lack of independent options for smaller single-story homes, especially near services (e.g. Dell Web is car dependent); some noted a lack of ADUs (Accessory Dwelling Units), questioning the town's policies on ADUs.
- 92 talked about slowing down development, especially apartments, and to improve the street and infrastructure to catch up with recent development.
- Other comments talked about codes and requirements such as leaving more trees, connecting sidewalks for continuous pedestrian access, and completion of greenways.

Healthcare & Community Services

Overall, respondents were satisfied with physicians and health specialists, yet neutral or not satisfied with mental health and social services. The majority of respondents had no interface with home health, and those that did rated it mostly neutral.



Health and social services are especially important for caregivers and those with disability.

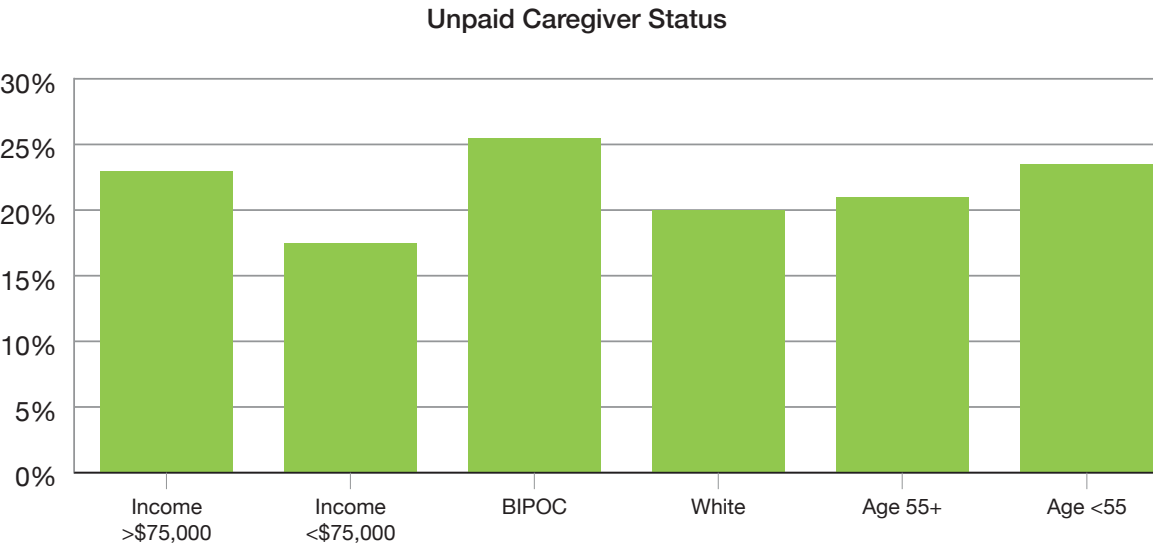
Caregiver Status

Approximately 22% of respondents said they were an unpaid caregiver. This is consistent across major age groups. This is also consistent with national studies that show 1 in 5 people identify as unpaid caregivers. Older residents tend to care for a parent or spouse, while younger residents primarily care for older generations.

Caregiver Status

	55+	<55	Total
Parent/Grandparent	58	69	127
Spouse/Partner	48	4	52
Other Relative	30	19	49
Child/Grandchild	8	1	9
	144	93	237
Percent of Total Responses	21.1%	22.8%	21.7%

Caregivers were found in all ages and income categories, indicating a strong need for caregiver support and services across the community

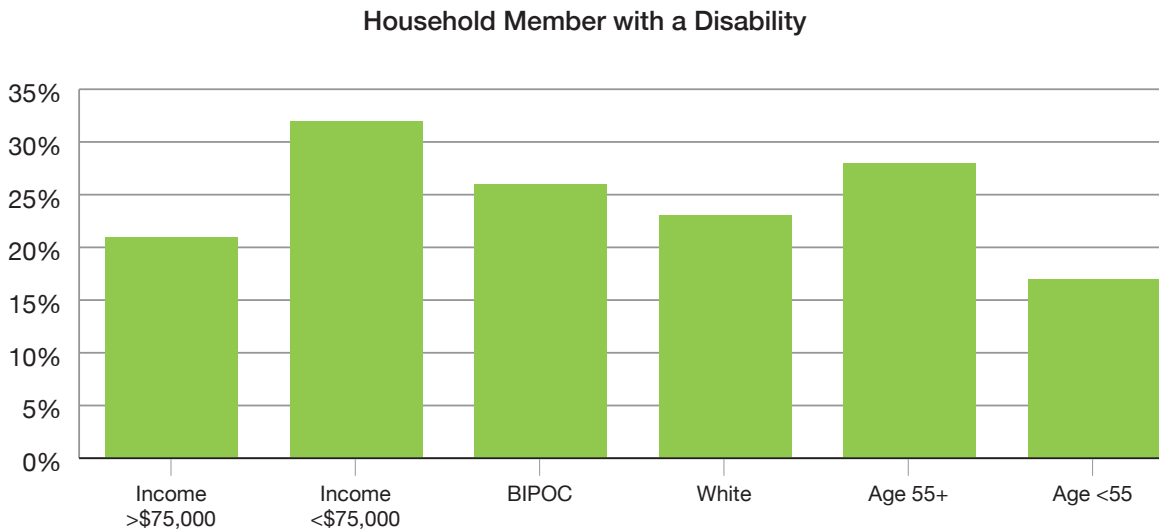


Disabilities

The number of households having a member with disabilities is consistent with the CDC and Census estimates of 1 in 4 or approximately 25% of people nationwide with disabilities.

Disability in Household			
	55+	<55	Total
Yes	191	72	263
No	491	336	827
Percent Yes	28%	18%	24%

Those with disabilities were found in all types of households with higher incidences in lower income and older adults.



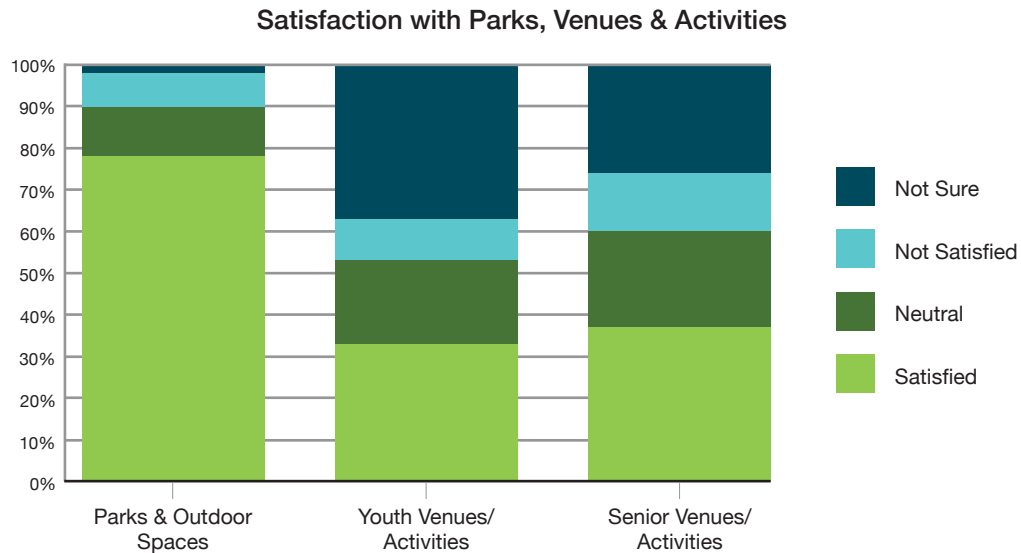
Written Comments

Respondents wrote they'd like to see:

- A closer hospital.
- Facilities or programs to support those with dementia.
- More classes and support for family caregivers.
- Expansion of or a second senior center to accommodate the growth of the aging population in the region.

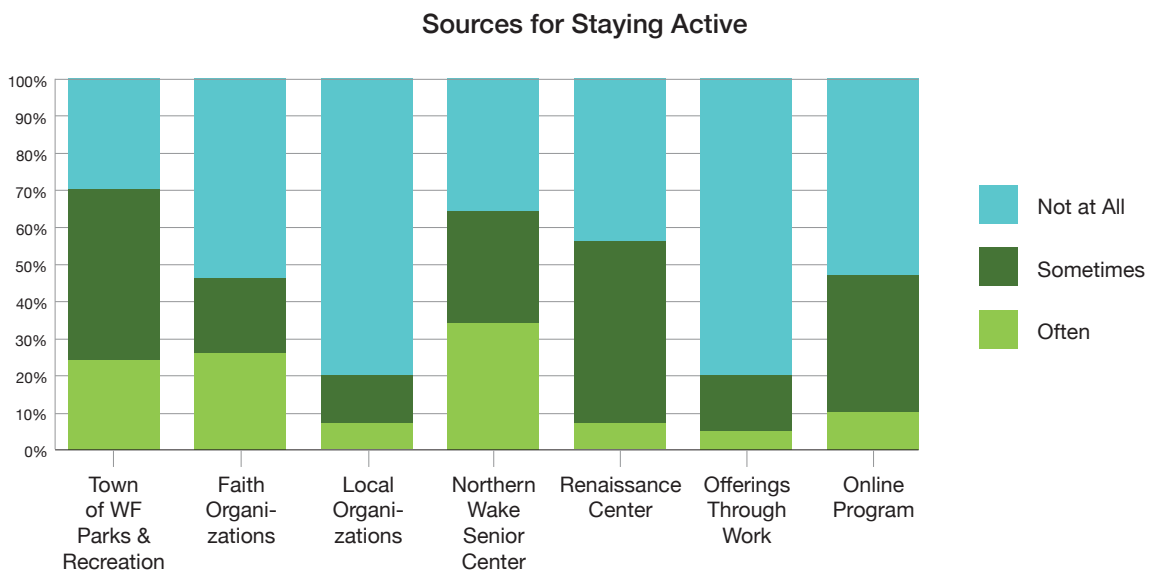
Parks, Recreation, and Public Spaces/Events

Overall, survey respondents were very satisfied with the array of amenities in Wake Forest, especially parks and green spaces. Age-specific venues, however, received lower ratings.



Sources for Staying Active

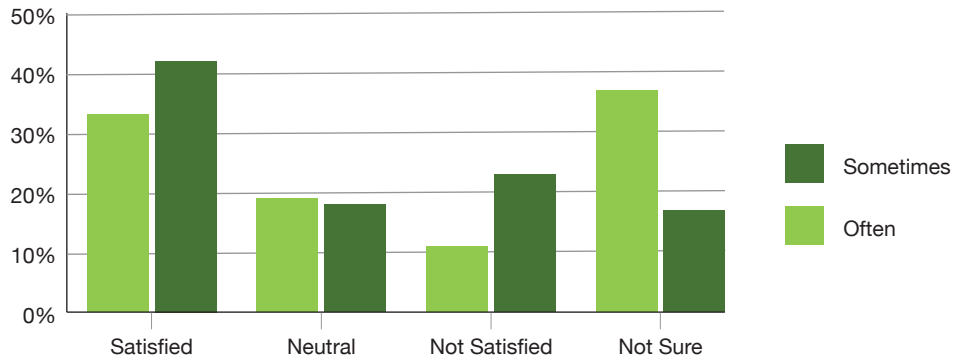
When asked where people turn for social and physical activity, the Town's Park and Rec, Senior Center, and Renaissance Centre topped the list.



Social and Recreational Venues for Specific Age Groups

Youth Venues: Respondents with children were more than twice as likely to be dissatisfied with youth venues and activities. Specifically, venues and activities for tweens and teens.

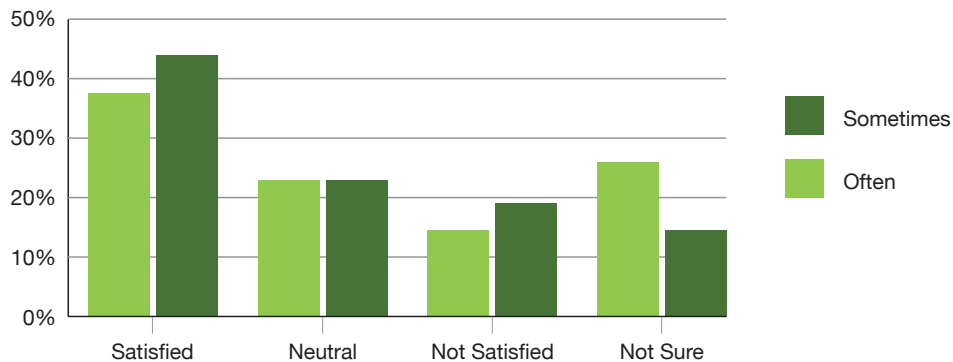
Satisfaction with Youth Activities & Venues



Senior Venues

Seniors were slightly more likely to be both satisfied and dissatisfied with current venues/activities, than the overall response. The written comments referred to dissatisfaction as stemming from an overcrowded senior center that was at capacity versus the lack of options for seniors. (See Senior section for more detail)

Satisfaction with Senior Activities & Venues



Written Comments

Respondents wrote they'd like to see:

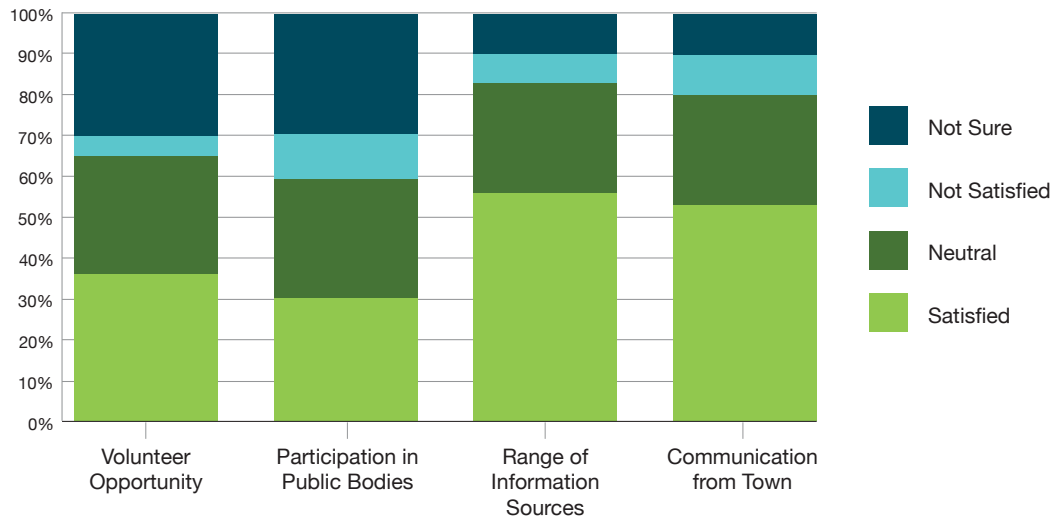
- Completing greenways, especially connections between segments
- Expanding facilities for the senior center, or building a second center
- Providing a venue and additional programming for youth ages 12-17.
- Having recreational offerings/facilities in the south part of town, where the majority of growth has occurred.
- Continuing and expanding the family events (lots of compliments on these)

Civic Engagement and Communication

Overall, respondents were **satisfied with the sources of community information and the communication from the Town**, and this favorability increased for age groups under 65.

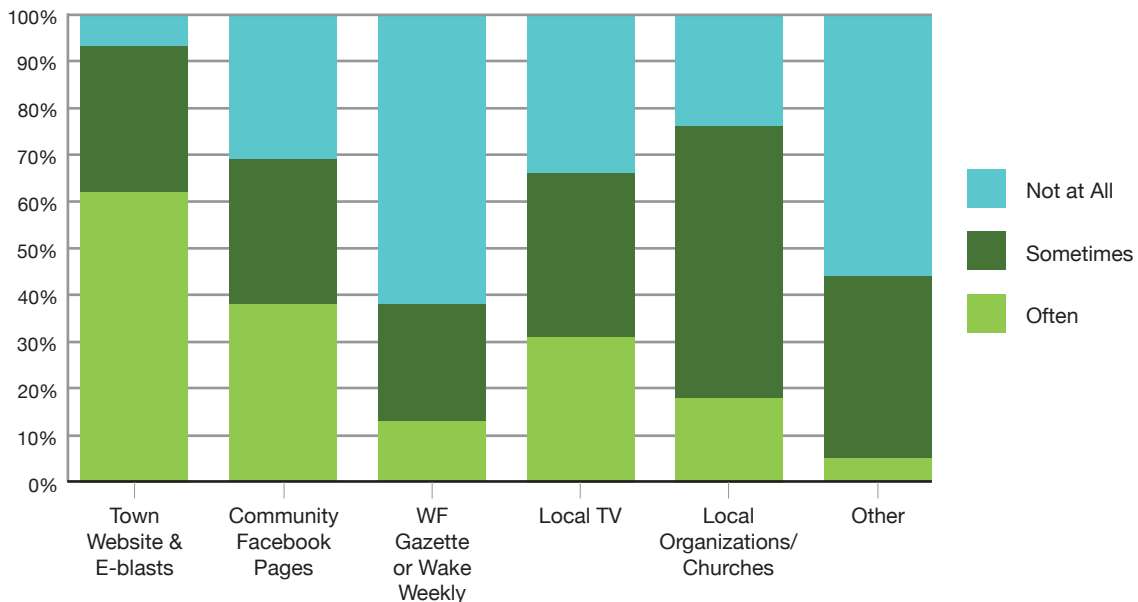
Approximately 30% of respondents were **unsure of volunteer or civic engagement options** and **another 30% were neutral**; this increased for respondents under 55 or those living in Wake Forest less than 5 years.

Satisfaction with Civic Engagement & Communication



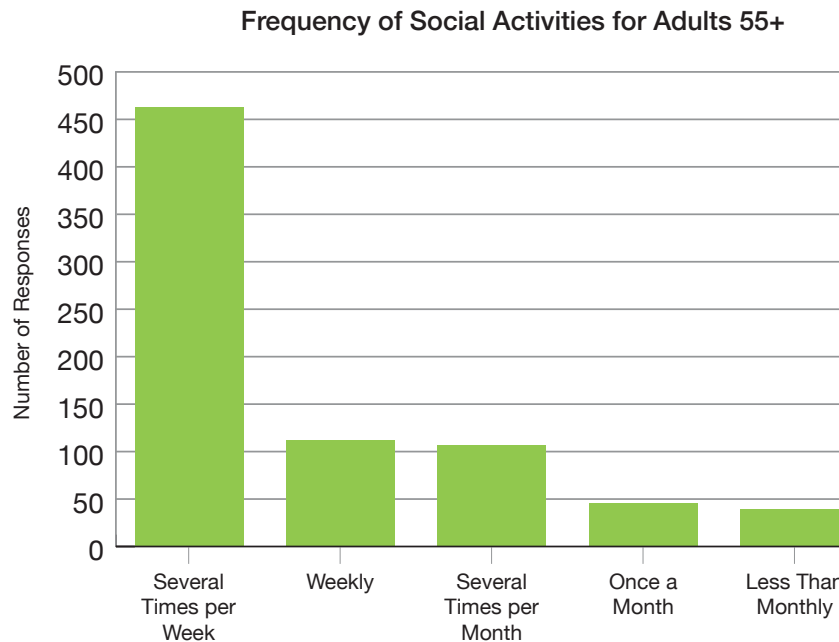
The vast majority of respondents use correspondence from the Town and community Facebook pages to get information about Wake Forest. Most were satisfied with the level and access to community information.

Sources of Town Information

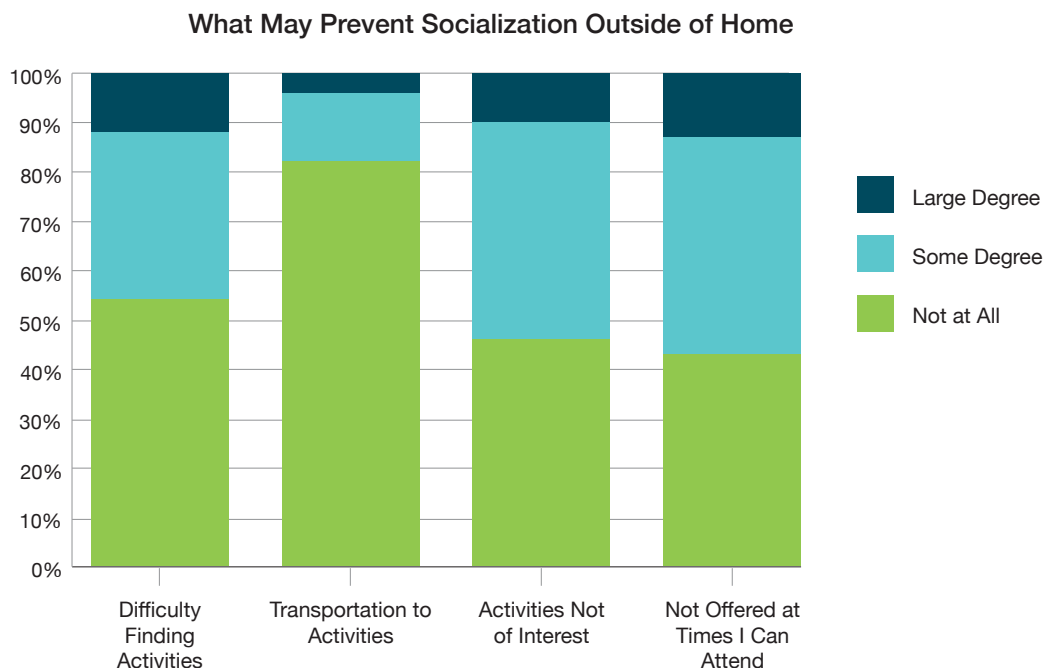


Support for Seniors

Most survey respondents over 55 were active and could find and access a variety of programming. When asked how often they engaged in social or group activities, the vast majority said several times per week.



On average, less than 10% had difficulty finding or getting to activities. The lowest percentage of satisfaction was related to the variety of activities or times offered. This was greatest for those between 55-64, the age group most likely to be employed.



Services for Aging

When asked where people go to find information about services for older adults such as care-giving services, home-delivered meals, home repair, medical transport or social activities, **the senior center was chosen by 2/3 of survey respondents** that answered this question. This underscores the **importance of navigation** services within senior programming.

	Number of Responses	Percent of Active Responses
Senior Center (WFCAA)	502	62%
Doctor or Health Professional	342	42%
Faith Organization	212	26%
Local Nonprofit	146	18%
Other	93	11%
Blank (No Response)	389	

Housing for Aging Adults: See Housing Section.

Overall Recommendations

578 respondents provided feedback to the question:

“If there were two additional things you’d like to see the town do to enhance the age friendliness of Wake Forest, what would those be?”

These answers were analyzed and divided into categories. These categories were then applied to three age groups: those younger than 45, those 45-64 and those 65 and older.

- **The only issue that ranked in the top five among all groups was related to the walk/bike and transit issues.** For all age groups continuous sidewalks and more pedestrian crossing was frequently mentioned. For older respondents, the issue of public and senior transit was pervasive (although this age group ranked their preferred way of traveling by transit low)
- **Housing was a top issue for those 45 and older**, with responses related to affordability, the lack of smaller homes, and the lack of homes built for aging in place.
- Age-sensitive recommendations included an array of **suggestions related to senior activities, especially for those over 65.** The majority of which included address the growth constraints of the existing senior center, and the need for more navigation services.
- **Younger respondents the number one issue related to expanding the venues and activities for children, especially tween and teens.**
- Issues related to outdoor space ranked third overall, and included the completion of greenways, more recreation options in the southern region of town, more benches in parks.

Town of Wake Forest

Nondiscrimination Notice

The Town of Wake Forest, pursuant to its policy to comply with Title VI of the Civil Rights Act of 1964 and other pertinent nondiscrimination authorities, will not exclude from participation in, deny the benefits of, or subject to discrimination any person based on race, color, religion, limited English proficiency, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity, or income-level, under any programs, activities, and services conducted or funded by the Town of Wake Forest.

Any person who believes they have, individually or as a member of any specific class of persons, been wronged by a discriminatory act (action or inaction) of the Town of Wake Forest or its funding recipients, has the right to file a complaint with the Town of Wake Forest. Complaints may be filed by the affected individual(s) or a representative and should be filed no later than 180 calendar days after the following:

- The date of the alleged act of discrimination,
- The date when the person(s) became aware of the alleged discrimination, or
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

All complaints should be signed and include contact information. You may file a written complaint with the Town of Wake Forest Title VI Coordinator at 301 South Brooks Street, Wake Forest NC 27587 or call 919-435-9415. For instructions on how to file a complaint or additional information regarding the Town of Wake Forest's nondiscrimination obligations, please visit www.wakeforestnc.gov/title-vi or contact:

Town of Wake Forest
ATTN: Lisa Hayes, Organizational Performance Director
301 South Brooks Street
Wake Forest, NC 27587-2901
Phone: 919-463-9415
Email: lhayes@wakeforestnc.gov

Anyone with a hearing or speech impairment may use Relay NC, a telecommunications relay service, to call the Town of Wake Forest. Relay NC can be accessed by dialing 711 or 1-877-735-8200.

ATTENTION: If you speak a language other than English, the following language assistance services are available to you, free of charge. Qualified interpreters and information written in other languages. Call 1-800-522-0453.

El Town of Wake Forest, conforme a su política de cumplimiento con el Título VI de la ley de Derechos Civiles del 1964 y otras autoridades pertinentes no discriminatorias, no excluirá de participación en, o negará beneficios de, o será sujeto a discriminación a ninguna persona basado en su raza, color, religión, dominio limitado del inglés, sexo, estatus matrimonial, estatus familiar, origen nacional, edad, incapacidad mental o física, orientación sexual, identificación de género, o nivel de ingreso, bajo ningún programa, actividades y servicios dirigidos o fundados por el Town of Wake Forest.

Cualquier persona que entienda ha sido, individualmente o como miembro de cualquier clase específica de persona, afectado por un acto discriminatorio (acción o inacción) por el “Town of Wake Forest” o sus destinatarios financiados, tiene el derecho de presentar una queja con el “Town of Wake Forest”. Las quejas escritas pueden ser sometidas por el individuo(s) afectado o un representante dentro de 180 días calendario luego de lo siguiente:

- La Fecha de la alegada discriminación,
- La fecha cuando la persona (s) se percató de la alegada discriminación,
- Donde ha habido un curso de conducta continuo, la fecha en la cual la conducta a discontinuado o la última instancia de la conducta.

Toda queja escrita debe incluir firma e información de contacto. Usted puede presentar una queja escrita a la dirección 301 South Brooks Street, Wake Forest NC 27587, dirigido al “Town of Wake Forest Title VI Coordinator” o llamar al (919)-435-9415. Para más información e instrucciones de como presentar una queja relacionado con las obligaciones no discriminatorias del Town of Wake Forest, puedes visitar www.wakeforestnc.gov/title-vi o contactar:

Town of Wake Forest
ATTN: Lisa Hayes, Organizational Performance Director
301 South Brooks Street
Wake Forest, NC 27587-2901
Phone: 919-463-9415
Email: lhayes@wakeforestnc.gov

Personas con discapacidad auditiva o del habla pueden utilizar los Servicios “Relay NC telecommunications relay service”, para llamar al Town of Wake Forest. Puedes acceder al servicio llamando al 711 o 1-877-735-8200.

ATENCION: Si habla un idioma distinto del inglés, los siguientes servicios de asistencia de idiomas están disponibles para usted, de forma gratuita. Intérpretes cualificados e información escrita en otros idiomas. Llame al 1-800-522-0453.

Town of Wake Forest

Nondiscrimination Policy Statement

It is the policy of the Town of Wake Forest to ensure that no person shall, on the grounds of race, color, religion, limited English proficiency, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity, or income-level, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Town of Wake Forest program or activity, including, where applicable, religion, as provided by Title VI of the Civil Rights Act of 1964 and other pertinent nondiscrimination authorities.

The following practices are hereby prohibited throughout the Town of Wake Forest to comply, at a minimum, with Title VI and related requirements:

- Denying to an individual any standard service, access to Town owned or operated facilities, financial aid, or other program benefit without good cause.
- Providing any service, financial aid, or other benefit to a person which is distinct in quantity or quality, or is provided in a different manner, from that provided to others under the program.
- Subjecting a person to segregation or separate treatment in any part of a program.
- Restricting in the enjoyment of any advantages, privileges, or other benefits enjoyed by others.
- Denying an individual access to Town facilities.
- Applying different standards, criteria, or other requirements for admission, enrollment, or participation in planning, advisory, contractual, or other integral activities.
- Using acts of intimidation or retaliation, including threatening, coercing, or discriminating against any individual for the purpose of interfering with any right or privilege secured by any pertinent nondiscrimination law, or because s/he has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing.
- Allowing discrimination in any employment resulting from a program, the primary purpose of which is to provide employment.

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

