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Collaboration: The Key to Building Communities for All Generations

Min Koung Choi and Mildred E. Warner

Department of City and Regional Planning, Cornell University

As America faces the “silver tsunami” of a growing aging population, it also faces a challenge to invest in children. Both groups make special demands on local government for education, housing, and community services. They also require that more careful attention be given to the built environment and transportation systems to ensure accessibility for people of all ages.

The needs of children and elders have traditionally been addressed primarily through age-segregated programs. But fiscal constraints require local governments to look for more efficiencies, which may be achieved through integrated programs. In addition, new research points to the positive impacts of intergenerational programming, especially in recreation and social services, to improve outcomes for children and seniors alike.¹ In a *Municipal Year Book 2013* article, Mildred Warner and Lydia Morken laid out the potential of multigenerational planning to build child- and age-friendly communities even in tight fiscal times.²

In 2012 Cornell researchers joined with ICMA and the American Planning Association (APA) to host a series of focus groups with city managers and planners to discuss how municipalities meet the needs of

This research was made possible by the USDA National Institute for Food and Agriculture research grant #2011-68006-30793.

SELECTED FINDINGS



Libraries and parks and recreation departments are leaders in building multigenerational programs, and cross-agency partnerships are especially important with schools, whose facilities could be used more fully to benefit people of all ages.

Transportation departments are the least likely to collaborate. Given that mobility constraints are especially important for children, youth, and seniors, this is an area where more programmatic innovation is needed.

A lower percentage of rural communities than of metropolitan and suburban communities offer the full range of services measured and engage in cross-agency collaboration and planning.

Facility sharing and joint programming with schools are lowest in suburbs and rural communities, where they are needed most.

children and seniors in service delivery, public participation, and planning. Those focus groups led to the first national *Planning across Generations* survey in 2013, conducted to measure what communities are

actually doing in this regard. This article reports on the results of that survey.

The U.S. Department of Agriculture (USDA) funded this research because it was especially concerned that attention be given to rural communities, which are home to a larger percentage of elders than are suburban or urban communities.³ Many rural communities have pursued economic development by promoting themselves as retirement destinations with environmental amenities and low taxes.⁴ But as retirees age, such communities may be especially ill-equipped to meet rising service demands. Our findings from this survey indicate that a lower percentage of rural communities offer the full range of services measured and that rural areas also show lower rates of cross-agency collaboration and planning. We find higher levels of rural service delivery mostly in those services (e.g., senior centers, home-delivered meals) for which federal and state funding is available.

Survey Methodology and Response Rate

The survey was sent to all 3,031 counties or county equivalents with an elected executive or chief administrative officer. We also surveyed all city-type governments over 25,000 in population and a third of those with a population between 2,500 and 24,999. Finally, we surveyed a 1-in-2.5 sample of towns and townships over 2,500 in population, the data from which we included among the municipalities. Towns and townships are found in 20 states, largely in the Northeast and Midwest regions, and are often responsible for planning functions.

The survey was launched and mailed in May 2013 with a reminder sent in August 2013. A second reminder was sent in November to those municipalities with e-mail addresses. The survey asked about local government leaders' attitudes toward the importance of multigenerational planning; obstacles to and motivators for planning across generations; services available in communities; cross-agency partnerships, planning, and participation; and aspects of the community's built environment.

We also gave special attention to differences across metro status. We used Office of Management and Budget delineations of metropolitan (urban) and nonmetropolitan (rural) counties to determine metro status,⁵ and we used Census Bureau delineations to determine the principal city or cities in each county. We delineated suburbs as the portion of the metropolitan area (core-based statistical area) that lies outside the boundaries of the principal cities.⁶

Table 3-1 provides the sample frame and response

rate. Of the 7,948 jurisdictions surveyed, 1,478 responded for an overall response rate of 19%. Of the respondents, 38% (2,993) were rural and 57% (4,530) were under 25,000 in population. This allowed

Table 3-1 Survey Response Rate

Classification	No. of municipalities/ counties ^a surveyed (A)	Respondents	
		No.	% of (A)
Total	7,948	1,478	19
Municipalities	4,917	1,052	21
Counties	3,031	426	14
Population group			
Over 1,000,000	42	5	12
500,000-1,000,000	98	13	13
250,000-499,999	168	36	21
100,000-249,999	532	108	20
50,000-99,999	938	181	19
25,000-49,999	1,640	322	20
10,000-24,999	1,654	265	16
5,000-9,999	1,310	260	20
2,500-4,999	1,435	271	19
Under 2,500	131	17	13
Geographic region			
Northeast	1,493	214	14
North-Central	2,882	560	19
South	2,458	418	17
West	1,115	286	26
Geographic division			
New England	427	64	15
Mid-Atlantic	1,066	150	14
East North-Central	1,891	356	19
West North-Central	992	205	21
South Atlantic	1,047	224	21
East South-Central	581	74	13
West South-Central	830	119	14
Mountain	499	113	23
Pacific Coast	615	173	28
Metro status			
Metropolitan principal	1,014	225	22
Metropolitan suburban	3,041	759	25
Other (rural)	2,993	494	17

a For a definition of terms, please see "Inside the Year Book."

us to give special attention to small towns and rural communities.

Local Government Attitudes regarding Multigenerational Planning and a Common Vision

Using a Likert scale ranging from strongly disagree, disagree, and neutral to agree and strongly agree, the survey assessed the attitudes of local government leaders regarding planning across generations and the extent to which their own communities support a common vision for all ages. (Note that agreement with statements reflects the total of those who agreed or strongly agreed. Although the findings reported in this section are not shown in the accompanying tables and figures, bases for the percentages reported range from 1,441 to 1,466.)

Multigenerational Planning

Across the nation and around the world, communities are giving increased attention to becoming age friendly: places in which it is good to both grow up and grow old.⁷ Overwhelmingly, municipal and county leaders across the metropolitan, suburban, and rural spectrum agree that services for seniors and children benefit all community members (93%). While service demands for children and elders are obviously higher than those for residents in the economically active age range, 77% of respondents agreed that “communities that keep people for their entire lifespan are more vibrant.” Respondents also agreed that “the needs of families with young children are similar to the needs of the elderly with regards to the physical environment” (78%). These needs include walkable streets, a mix of retail and housing, places to sit and rest, and accessible transportation. The APA’s 2014 *Ageing in Community Policy Guide* provides guidance on how communities can address these needs.⁸

While 84% of respondents agreed that “the community has a responsibility to care for children and youth” and 79% agreed that it “has a responsibility to care for seniors,” only 20% agreed that “families with children generate sufficient tax revenue to cover the cost of services they demand,” and only 25% agreed that the same is true for seniors. Nevertheless, local government leaders recognize that children (91%) and seniors (81%) represent a valuable consumer population. USDA consumer surveys estimate that the average family spends \$222,360 on each child from birth to age 17 and that 77% of this amount is spent in the local economy.⁹ Likewise, seniors spend most of their income on local services, especially health care and recreation services.¹⁰ And their value to the

community goes beyond money: according to 94% of survey respondents, children and seniors represent an important resource for communities through their participation in civic activities.

A Common Vision

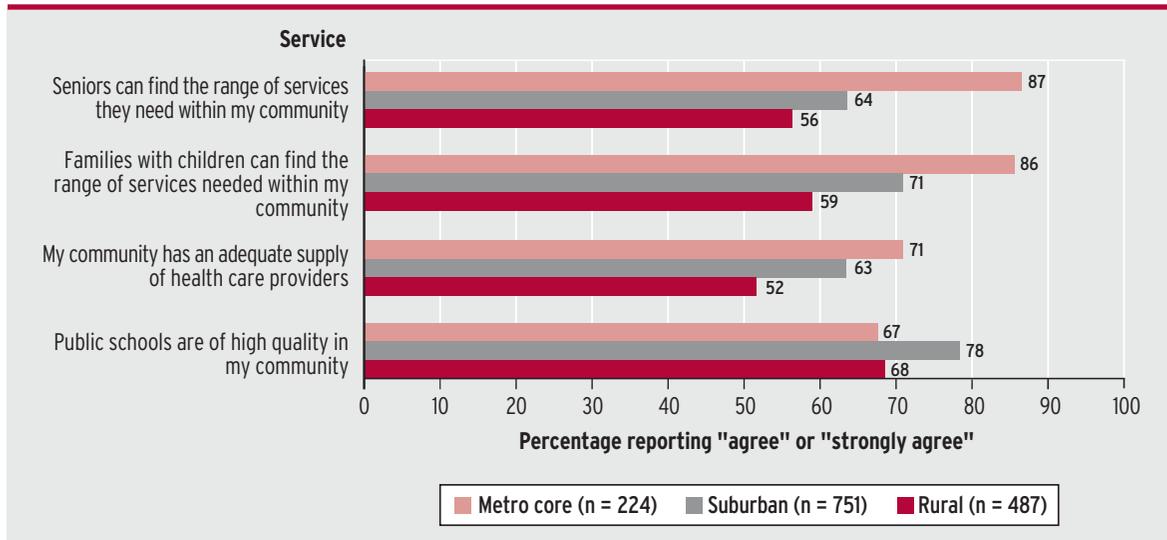
The challenge is how to meet the demands of seniors and of families with children without creating competition for resources between the generations. Demographer Dowell Myers has argued that we need a compact between retiring baby boomers and families with young children because the young will be the future workers and consumers in the economy.¹¹ The APA has argued that a multigenerational planning approach can meet the needs of both children and seniors.¹²

Building commonality—a common vision—across diversity is an important place to start. While only 46% of respondents agreed that their communities are “not divided by race, class, or old-timer/new-comer divisions,” an almost equal proportion (43%) agreed that “ethnic or cultural diversity has led to new approaches to planning and/or programming for all ages.” Similarly, respondents agreed that the participation of seniors (44%) and of families with children (50%) “has led to a common vision regarding planning for all ages.”

Service Discrepancies

Despite efforts to promote an inclusive atmosphere, survey results show significant service disparity among metropolitan, suburban, and rural communities. While at least 86% of metropolitan core communities agreed that seniors and families with children can find the range of services they need within the community, only two-thirds of suburban communities and just over half of rural communities reported this to be the case (see Figure 3–1 on page 30). Similarly, 52% of the rural communities and 63% of suburban communities reported an adequate supply of health care providers compared with 71% of metropolitan core communities. The one exception to this pattern is that a larger proportion of suburban communities consider their public schools to be of high quality. But suburbs, long home to families with children, are aging, and the challenges of meeting the needs of lone seniors and of increasingly diverse and lower-income families with young children require new approaches to service delivery and planning in suburbs as well as in rural communities.¹³

The survey measured a range of services that communities might provide for seniors or for families with young children. Among all three types of

Figure 3-1 Services Provided in Community

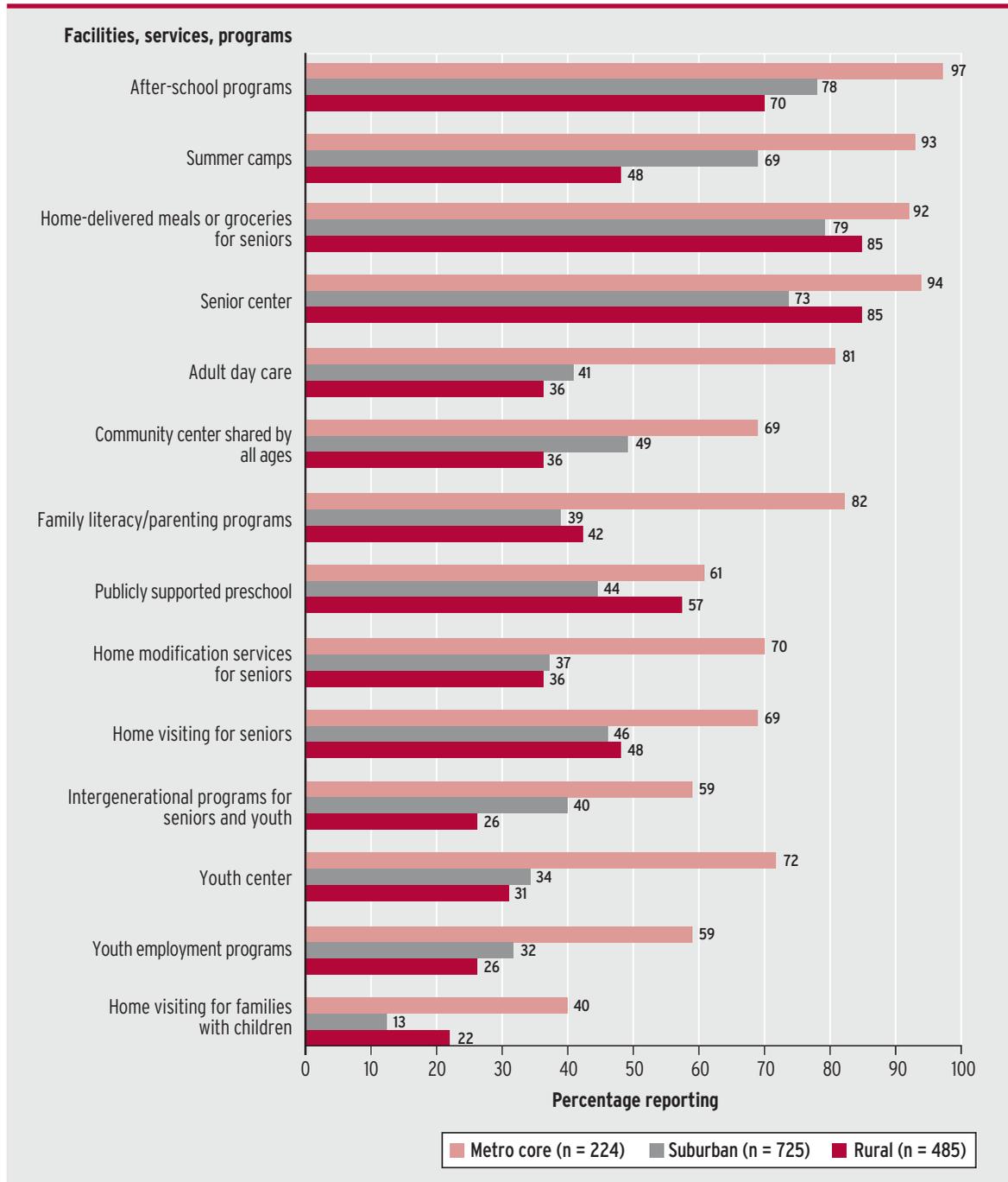
communities, the most commonly provided support services are after-school programs for children, home-delivered meals or groceries for seniors, and senior centers (see Figure 3-2). Where we see the greatest discrepancies are in adult day care, family literacy and parenting programs, home modifications for seniors, youth centers, youth employment programs, and home visiting programs—services that enable seniors to stay in their homes and promote the healthy development of children, saving local governments money in the long term. But local governments cannot make these available on their own. A number of programs and services for seniors—for example, home-delivered meals or groceries, home visiting, and senior centers—receive state or federal funds, often under the federal government’s Older Americans Act, and these programs and services show a lower discrepancy in delivery across the urban-to-rural spectrum than those that do not receive such funding. Similar discrepancies in service delivery for seniors were found in the 2010 *Maturing of America* survey conducted by ICMA in collaboration with the National Area Agencies on Aging.¹⁴ Thus, state and federal government support appears to be a key to reducing the disparity in availability of services and programs in rural and suburban communities.

At the same time, although preschools often receive state or federal funding, they typically do not meet the needs of all children. Indeed, just over half of the rural communities in our sample (57%) and fewer than half of the suburban communities (44%) reported the availability of publicly supported preschool (Figure 3-2). Further, among suburban and

rural communities, no more than 42% offer family literacy and parenting programs, and fewer than 35% offer youth centers or youth employment programs. Underinvestment in children and youth can have long-term negative consequences on both the development of children and the future of the community (affecting the workforce, crime, etc.). While cities are recognizing the needs of families with children, rural and suburban communities, long considered the best places to raise children, are falling behind. Similar results were found in a 2008 APA survey of family-friendly planning.¹⁵

Mobility and accessibility are essential for seniors and children, who depend on walkability and demand-response transit (i.e., “dial-a-ride”). Not surprisingly, mobility-related services and facilities are generally more prominent in principal cities: efforts to promote walkability in rural and suburban areas are frustrated by physical design and planning that favors the car, as well as by the lack of neighborhood-based schools (available in 72% of urban communities but in only 50% of rural communities and 56% of suburban communities) (not shown). Figure 3-3 (see page 32) shows that demand-response transit, street furniture (enabling young children and seniors to sit and rest), enhanced crosswalks, and public restrooms in commercial districts and parks are found in at least 73% of principal cities but in only about 60% of suburban and rural communities (and, in fact, enhanced crosswalks are available in only 50% of suburban communities and 38% of rural communities). Yet the survey also found evidence of innovative responses to transportation, such as public funding for community groups

Figure 3-2 Facilities, Services, or Programs Available in Community

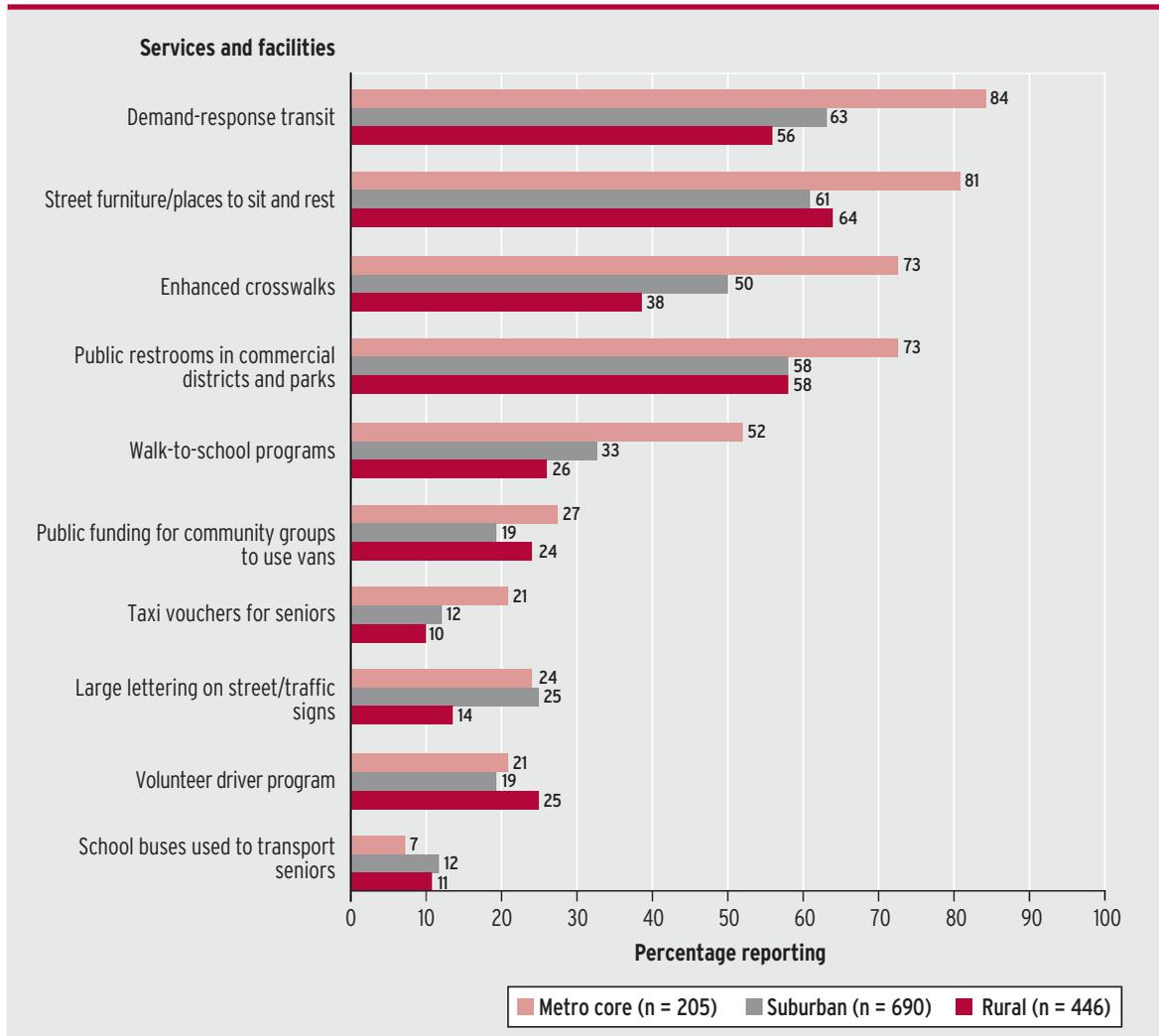


to use vans, taxi vouchers for seniors, and volunteer driver programs. One example of multigenerational service delivery is the use of school buses to transport seniors (reported by 11% and 12% of rural and suburban communities, respectively). While only principal cities have public bus systems, all communities have school buses, and this could be a resource to address the needs of an aging population.

Collaboration Strategies for Multigenerational Planning

Multigenerational planning requires collaboration among local government agencies, schools, community institutions, and volunteers to meet the needs of all ages. Such collaboration allows community facilities and programs to serve a wider range of residents

Figure 3-3 Mobility-related Services and Facilities Available in Community



by putting existing services and facilities to their fullest use. However, findings from the 2013 survey highlight that cross-agency partnerships are less common in suburban and rural communities, where they may be most needed (see Figure 3-4).

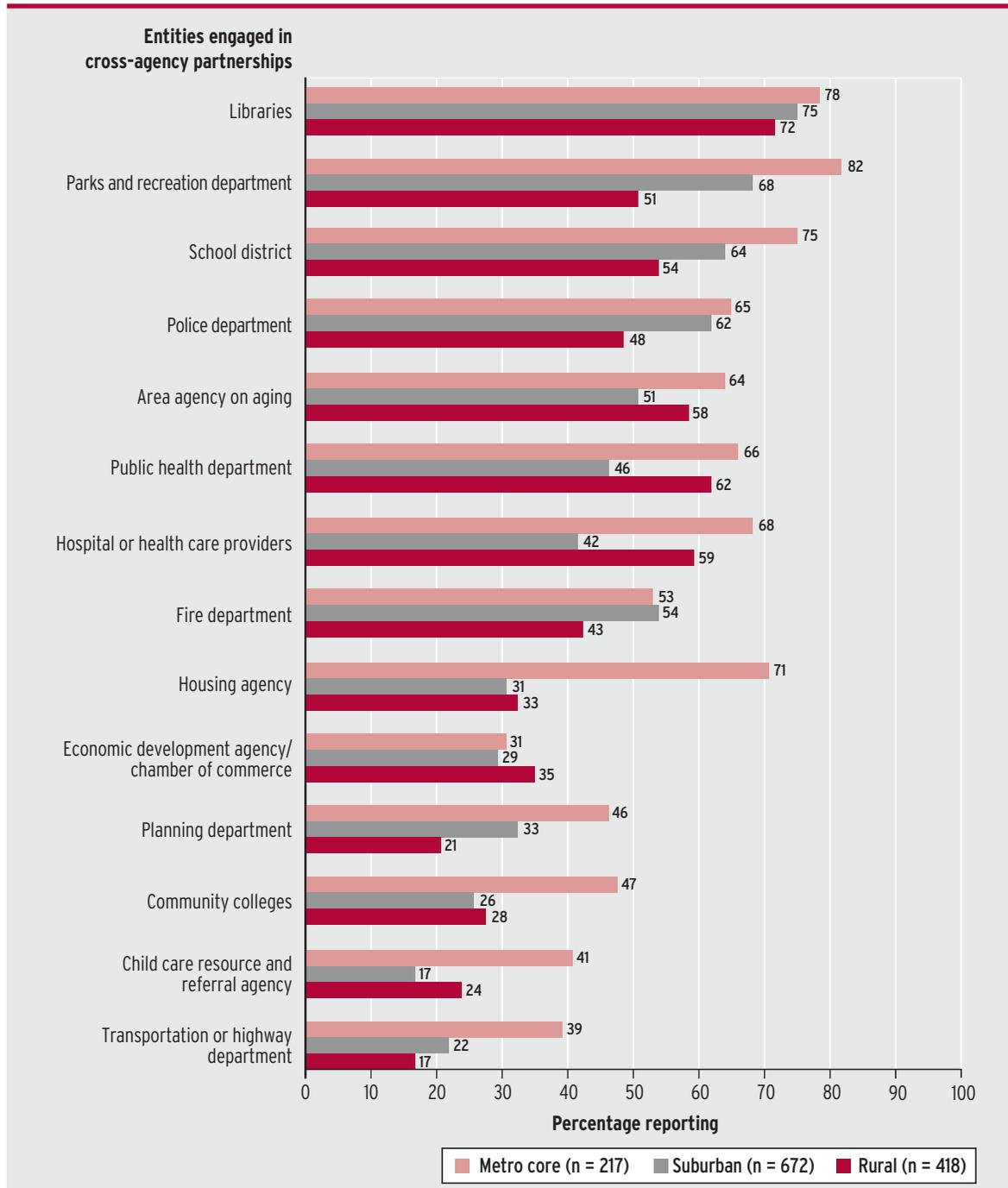
Across all three types of jurisdictions, libraries and parks and recreation departments have the highest levels of cross-agency partnerships to serve both children and seniors. Schools, police departments, area agencies on aging, public health departments, hospitals or health care providers, and fire departments—as well as housing agencies in metro core communities—are the next most likely to engage in such partnerships. These results echo responses from the ICMA focus groups, where participants reported the importance of these institutions in building coordinated strategies to meet the full range of their communities’ needs. Notably, the lowest reported level of

cross-agency collaboration is with transportation or highway departments, an area where improvement is needed if the mobility needs outlined above are to be addressed.

Joint Use with Schools

Public schools are an important resource for municipalities seeking to address the full range of community needs and at a reduced cost. Joint use agreements among schools and communities are becoming more common as a means of increasing access to recreational and educational facilities for all ages after school hours¹⁶ (see Table 3-2 on page 34). However, concerns about liability, as well as about budget and governance separation between schools and local government, can make collaboration difficult. Few local governments report any tax or budget control over public schools, and less than 30% of suburban and

Figure 3-4 Cross-Agency Partnerships to Serve Children or Seniors



rural communities report any involvement in school facility planning. Many schools consider themselves to be silos in the community, operating for the benefit of school-aged children only.

Where collaboration could be pursued, recreation programs and adult education are natural activities for joint use with schools; so, too, is child care. Health

care programs could also be run in schools, although no more than 21% of communities report this. Nutrition services could be provided through schools as well; one notable highlight is that 42% of rural communities reported offering nutrition programs and meals for seniors in their public schools. This makes sense as schools have commercial kitchens, and many

Table 3-2 Public School-Municipal Collaboration and Services Offered

	Percentage saying yes		
	Metro core (n = 218)	Suburban (n = 738)	Rural (n = 464)
Public school-municipal collaboration			
Does local government have any tax or budget control over schools	18	16	24
Does local government participate in school district educational facility planning	41	28	21
Do schools and local government share any facilities	78	59	48
Does local government have any joint use (or similar) agreements with schools	80	58	41
Which of the following services are offered in your community's public schools?	(n = 174)	(n = 498)	(n = 284)
Nutrition programs/meals for seniors	34	34	42
Child care services	64	53	38
Health care services for all ages	21	13	19
Recreation programs for all ages	53	52	43
Adult education services	57	51	50

rural communities lack other resources to meet that need. Overall, Table 3-2 shows that facility sharing and joint use agreements are much higher in metro core communities than in suburban and rural communities. Given that services and facilities for seniors and children are less available in suburban and rural communities, this failure of schools to collaborate with their local governments is an important missed opportunity.

Resources for Information and Service Delivery

Schools are an important resource for multigenerational planning for another reason as well: survey respondents from 74% of communities reported that they use schools for information and service delivery, and among families with children, schools are the *most* trusted institution for this purpose (99%) (Table 3-3). Employers are

also recognized as a trusted information resource for families with children (88%), but they are used in this capacity by only 39% of responding communities. Fire departments, police departments, city/county information and referral services, and community nonprofits are trusted by both seniors and families with children and are used for information and service delivery by over 74% of all responding local governments.

However, local retail providers, religious institutions, and health care providers, while high-trust institutions for seniors and families with children, are used by fewer than half of responding local governments for information and service delivery. This suggests new opportunities for service collaboration. Indeed, the Affordable Care Act requires hospitals to give more attention to community outreach.¹⁷ In New York City, an age-friendly business initiative has been piloted to encourage local retailers to provide

Table 3-3 Trusted Institutions to Deliver Information and Services

Trusted institutions	Most trusted by		Used for information and service delivery (%)
	Seniors (%)	Families with children (%)	
Schools (n = 1,289)	8	99	74
Employers (n = 591)	51	88	39
Fire department (n = 802)	92	86	75
Police department (n = 921)	92	84	80
City/county information and referral services (n = 1,018)	95	82	–
Community nonprofits (n = 1,016)	92	81	74
Local retail providers (n = 487)	87	79	45
Religious institutions (n = 1,192)	96	74	42
Health care providers (n = 1,055)	96	73	40

places to sit, access to bathrooms, and larger lettering to make their establishments more accessible to seniors.¹⁸ Local governments may wish to reach out to retailers and hospitals to collaborate in providing information and services to seniors and families with young children.

Supporting Neighborhood Networks

Informal networks among residents fill gaps in services that formal institutions and governments cannot or do not provide; they can also facilitate community participation and build trust. And local governments can help in this capacity without spending additional funds:¹⁹ by linking formal services with informal networks, communities may be able to deliver more services to community members, including seniors and young children, who need extra help and care.

Although many municipalities support informal networks, efforts are focused on traditional areas of activity, such as recreation programs (75% of metro core communities, 73% of suburban communities, and 60% of rural communities) and neighborhood watch (79% metro core, 74% suburban, 49% rural) (Figure 3-5). Neighborhood beautification and social activities are the next most common. Areas where government support for informal networks could be increased include mentoring children, checking in on neighbors, child care, yard maintenance and snow shoveling for elders, ride- or car-sharing, and referrals.

Barriers to Planning across Generations

Although cross-agency collaboration is one key to designing programs and services that meet the needs

Figure 3-5 Local Government Support for Informal Networks

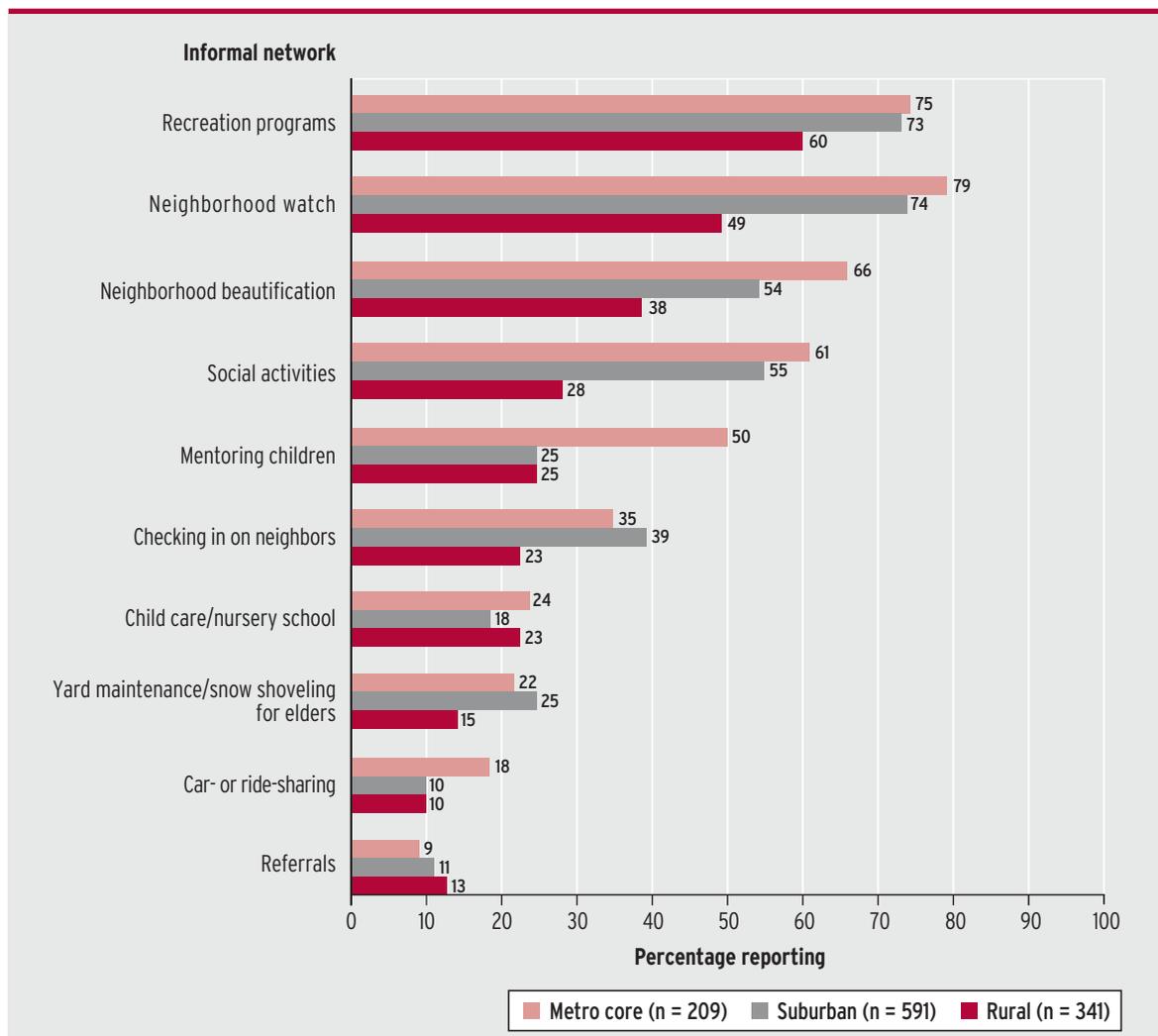
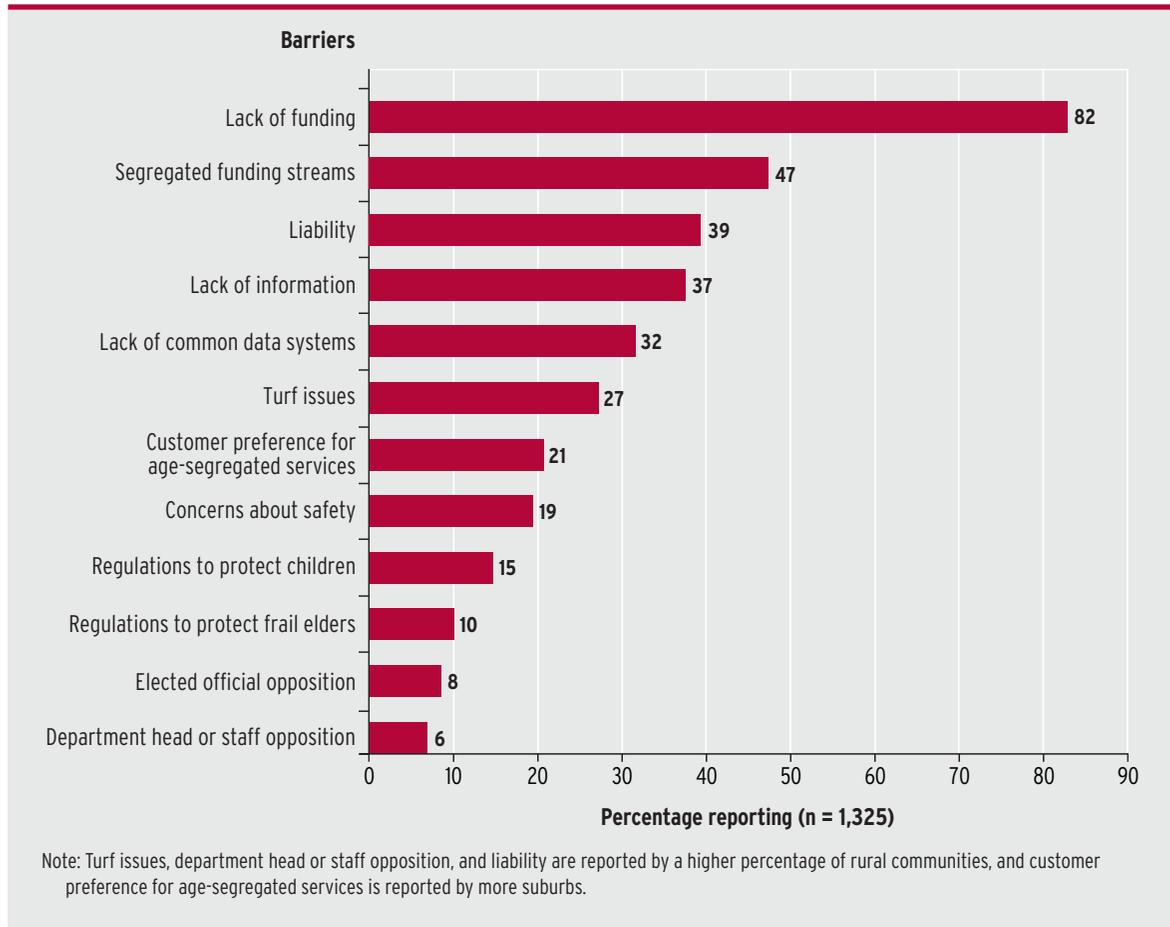


Figure 3-6 Barriers to Joint Programming for Different Ages

of all generations, respondents reported that such collaboration is hampered mostly by lack of funding (83%), followed by segregated funding streams (47%) (see Figure 3-6). The challenge for local government leaders is to identify funding streams and figure out how to weave them together to facilitate cross-generational and cross-agency partnerships. This is especially challenging because some state and federal funding is restricted to particular services or age groups. Recall, however, that service discrepancies are lower for services with state and/or federal funding, so a partnership with the federal and state government is needed to enable localities to pursue collaborative, cross-agency, and cross-generational programs.

Liability concerns can be another important barrier to overcome, especially for programs that face rules to protect children and frail elders. However, perception may be more important than reality, as only 10%–15% of respondents indicated that regulations to protect children and elders are a barrier. Other research has found that liability and safety concerns

can be overcome through coordinated planning and program design.²⁰ Barriers to multigenerational programming also include lack of information, lack of common data systems, turf issues, and customer preference for age-segregated services.

Motivators for Multigenerational Planning

A number of factors motivate local governments to engage in multigenerational planning. The driving factors are the availability of government funding and interest or prioritization by staff (see Table 3-4). The desire to attract or retain seniors and families with young children, as well as pressure from local elected leaders and from business and nonprofit leaders, also helps drive multigenerational planning.

Local government leaders reported that their professional interest in multigenerational planning is driven primarily by community need and secondarily by their own family experience (83% and 45%, respectively); 41% are also motivated by the fact that multigenerational planning can be more fiscally effi-

Table 3-4 Local Officials' Motivation to Engage in Multigenerational Planning for Seniors and Families with Young Children

Motivation	Seniors (%)	Families with young children (%)
Availability of government funding for services or programs (n = 861)	96	84
Political engagement of seniors and families with children (n = 598)	95	76
Interest of staff or prioritization by staff (n = 621)	90	89
Desire to attract or retain seniors or families with children in the community (n = 700)	90	82
Pressure from local elected leaders (n = 463)	88	81
Pressure from business/nonprofit leaders (n = 324)	80	85

cient (not shown). Other motivators include examples in neighboring communities and literature on best practices and emerging trends (35% and 31%, respectively).

Political engagement of seniors is reported as a more important motivator than political engagement of families with young children (Table 3-4). Both groups face difficulty in participation because of location, timing, and modality of engagement, but seniors often have more time and higher voting rates than parents of young children.

Civic Engagement in Planning

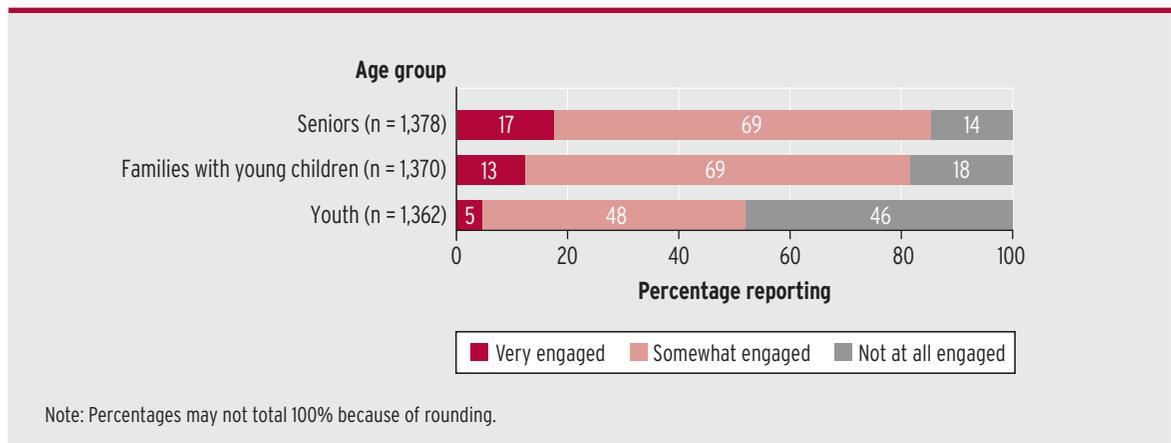
Regarding the types of citizen engagement that local governments use to learn about the needs of different groups, survey findings show that advisory groups are the most common among all three target age groups (Table 3-5). Second most common among seniors are large public meetings and surveys; among families with children and among youth, however, social networking is second in prominence. Use of each method of engagement is almost always higher in metro core communities than it is in suburbs or rural areas.

Table 3-5 Methods for Engaging Different Age Groups, by Percentage

Age group	Seniors	Families with	Youth
	(n = 1,228) %	young children (n = 1,196) %	(n = 1,115) %
Advisory groups	59	47	47
Surveys	40	38	31
Large public meetings	43	39	26
Small focus groups	35	33	30
Social networking	24	40	45

To create an inclusive community, planners and municipal managers should arrange more opportunities for participation and consider diverse needs in plans. Figure 3-7 indicates that seniors' and families' participation rates in planning are about 30 percentage points higher than that of youth, which may result in the needs of youth being excluded during the planning process. But youth involvement in community planning is a growing movement, and it is also an excellent way to bring schools into the community

Figure 3-7 Engagement of Different Age Groups in Planning



planning process.²¹ Moreover, while advisory groups are the dominant venue for all groups, families and youth also use social networking as a mode to convey their needs. Thus, communities should do more to diversify channels of participation so that the needs of each group can be heard. Finally, apart from social networking among youth, use of all channels of engagement is lower in suburban and rural communities than in metro communities (not shown). Given that the needs of children and elders are less likely to be met in these communities, suburban and rural areas should be encouraged to give increased attention to engaging these groups in local planning processes.

Conclusion

Communities across the metropolitan to rural spectrum face challenges in meeting the needs of elders and families with young children alike. The 2013 *Planning across Generations* survey shows similar discrepancies in service delivery as earlier surveys. Both the 2010 *Maturing of America* survey and APA's 2008 *Family Friendly Planning* survey found that suburbs and rural areas are lagging in meeting the needs of these groups.²² However, planning plays an important role in helping communities meet the service needs of children and elders, and both surveys found that communities that plan—and those that encourage seniors

and families with young children to participate in planning—provide more services for those in need.²³ While the majority of communities responding to the *Planning across Generations* survey have comprehensive plans (88% of metro core, 78% of suburbs, and 63% of rural communities), only half reported that their comprehensive plans specifically address the needs of seniors or of families with children (58% metro core, 55% suburb, 51% rural) (not shown). Building increased opportunities for participation of seniors and families with children is key.

As our population ages, local governments are faced with the dual challenge of meeting the needs of seniors and of families with young children while juggling increasingly tight budgets. The *Planning across Generations* survey has found that metro core communities are in the lead and that rural and suburban communities lag in service delivery, in cross-agency partnerships, and in community participation. But the survey also shows areas for increasing collaboration, including joint use with schools for recreation, nutrition, health, and transportation programs, and the potential for enhanced collaboration with informal neighborhood networks and the business community. In tight fiscal times, building coalitions and partnerships with a wide range of community institutions is critical to meeting the needs of our communities' children and seniors.

Notes

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- 2 Mildred E. Warner and Lydia Morken, "Building Child- and Age-Friendly Communities in Tight Fiscal Times," in *The Municipal Year Book 2013* (Washington, D.C.: ICMA Press, 2013), 47–56.
- 3 For respondents to this survey, the percentage of children under 18 is 23% in metro core and rural communities and 25% in suburbs. The percentage of population over 65 is 13% in metro core and suburban communities and 16% in rural.
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