

# *Upward*

**Facilities Master Plan Update: July 2023**

**To celebrate, embrace,  
and serve older adults  
for the embetterment  
of our community.**

## **Vision**

People of all ages thrive when older adults are supported, strengthened, and engaged in our community.

## **Our purpose**

Help people stay home and living in their homes and communities for as long as they are able.



## **Introduction**

For half a century (1973), the Hub on Smith has been an anchor in the community, enabling individuals to comfortably remain living in their homes and neighborhoods for as long as possible. Our commitment to those we serve and evolving services and facilities in line with the dynamic needs of our growing senior community remains unwavering.

# Developing The Plan

## Why Upward Facilities Master Plan was created

The Hub on Smith has been growing due to its success. However, an aging population, a high concentration of older residents in Sheridan County, and an increasing need of supports and services in the community have combined with dynamic programs at the recently (2017) and successfully renovated Hub on Smith to create a demand for services that has outgrown the existing facility.

## Key moments leading to the 2020 plan involved:

- ▶ A 2017 Hub renovation.
- ▶ The consequential relocation of the Help at Home program due to space challenges.
- ▶ An ambitious plan in 2018 for a new office construction.
- ▶ A generous property gift in 2019, leading to the re-evaluation of our approach to serving the expanding senior population.

# 2020 Highlights



## Site Upgrades

- ▶ An all-new access to The Hub via Brooks Street.
- ▶ Enhanced parking facilities.
- ▶ Safety-enhanced north parking lot.
- ▶ Pedestrian-friendly paths ensuring smooth transitions across the site.
- ▶ Aesthetic upgrades: landscaping, a compelling facade, a welcoming patio, and an outdoor dining space.

## New Space

- ▶ An expansive two-story addition measuring approximately 5,600 square feet.
- ▶ Strategic allocation for the Support Center and administrative wings.
- ▶ Renovated Help at Home area.
- ▶ Additional space for seamless food delivery, volunteer interactions, and the Loan Closet.

## Existing Space

- ▶ Modifications ensuring ADA compliance.
- ▶ Acoustic enrichments in the Cafe.
- ▶ Improved lobby ambiance.
- ▶ Efficient utilization of the “tech center.”
- ▶ Optimized storage for the Community Room.

# 2023 Refresh of Upward

## The Board of Directors Meets

On May 31, 2023, the Hub's Board of Directors met to review the Upward Master Facilities Plan established in 2020.

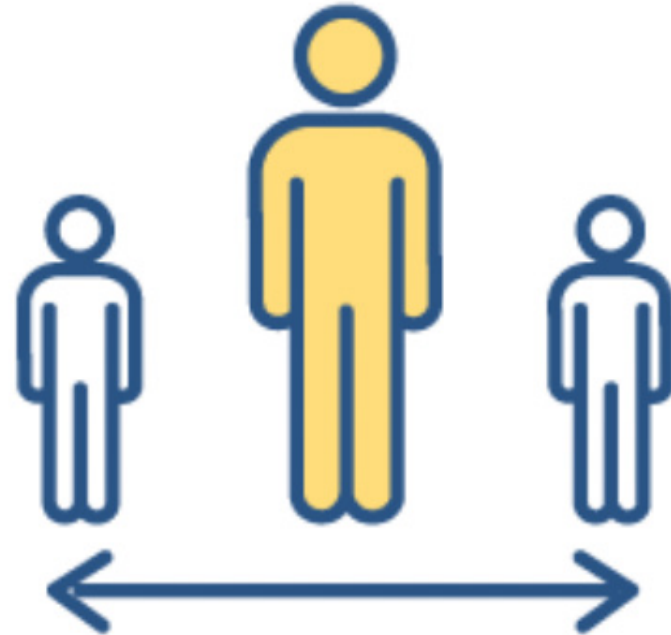
The purpose was to:

- ▶ Acknowledge the impacts of the COVID-19 Pandemic
- ▶ Identify the progress and accomplishments made over the past 3 years,
- ▶ To determine if assumptions set forth in 2020 continue to be true today and consistent with the needs and future vision of the Hub on Smith.



## COVID-19 Ripple Effects

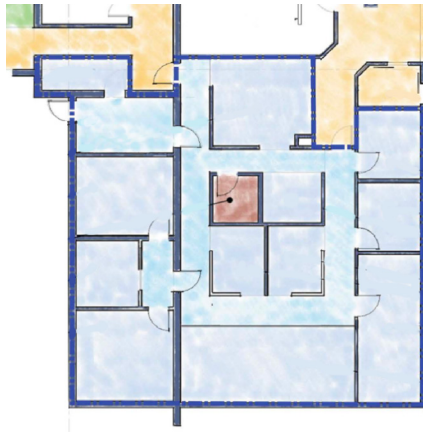
COVID-19 reshaped our operational strategies. Despite shutting our physical doors, our spirit of service remained robust. Collaborative ventures with entities like the Lunch Together Program and Sheridan Square Apartments flourished. Additionally, the CARES Act was instrumental in the pivotal HVAC system overhaul.



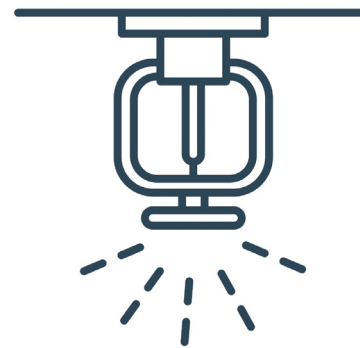
# Triumphs 2020-2023



The Brooks Street Parking Lot's completion.



The transformation of the Help at Home space.



Installation of a state-of-the-art fire suppression apparatus.



An upgraded, centralized HVAC system with advanced air filtration. CARES funding due to COVID-19 Pandemic

## 2020 Assumptions Still Valid in 2023

### Demographics

- ▶ The number of people in Sheridan County 60 years of age and older makes up 29% of the current population and this will continue to grow until 2040.
- ▶ The fastest growing segment of these older adults will be those 85 and older.
- ▶ The need for community-based programs and services to support older adults in their homes will continue to grow.

### Centralized Location

- ▶ Having services and staff in a centralized location continues to be the priority to best meet the needs of the people we serve.
- ▶ “One stop shop” with safe parking in downtown Sheridan.

### Service Coordination

- ▶ Many of our customers access multiple services in our eight program areas.
- ▶ Efficiencies for staff and our customers.



# 2023 Assumptions

## More space is needed today for:

- ▶ Home Delivered Meals
  - ◇ Additional space is needed for increased meal packaging, volunteer reception, storage, and service coordination.
- ▶ Loan Closet
  - ◇ An expanded and dedicated space is needed to store, maintain, and sanitize durable medical equipment.
- ▶ Support Center
  - ◇ Accessible, efficient, and confidential space is needed for meeting with people who need information, services, dementia care, and care coordination.
- ▶ Administrative Services
  - ◇ Centralized space is needed to support services locally with a potential for growth in providing administrative services for rural Wyoming communities.

## Site Improvements

- ▶ New Parking Lot
  - ◇ Increase parking lot's grade and resurface concrete for safety and accessibility.
- ▶ Walkways
  - ◇ Create sidewalks and increase safety and accessibility to Whitney Commons
- ▶ Outdoor Space
  - ◇ Create outdoor space for dining and gathering.

## Additional Assumption in 2023:

It has become apparent that it is necessary to replace an aging and compromised roof.

## **211 Smith Street Building Expansion**

- ▶ Home Delivered Meals
- ▶ Loan Closet
- ▶ Support Center
  - ◇ Information and Referral Services
  - ◇ Intake and Admission
  - ◇ Care Coordination
  - ◇ Family Caregiver Program
  - ◇ Dementia Support Services
- ▶ Administrative Space
  - ◇ Executive
  - ◇ Operations
  - ◇ Development
  - ◇ Finance
  - ◇ Human Resources – Employees and Volunteers

## **Complete Site Improvements**

- ▶ Existing Parking Construction
- ▶ Walking paths and sidewalks
- ▶ Outdoor space for dining and gathering

## **Maintain Additional Hub Facilities**

- ▶ Goose Creek Transit Facility
- ▶ Day Break, Adult Day Center
- ▶ Urban Thrift Store
- ▶ Love Shack, LLC (Storage facility)

## **Funding**

- ▶ secure federal, state, and local funding to complete projects based on needs and assumptions.