

# ORANGE COUNTY MASTER AGING PLAN



2019-2020

MAP Implementation Matrix: Year 3

## Workgroups:

Outdoor Spaces and Buildings

Transportation

Housing

Social Participation and Inclusion

Civic Engagement and Employment

Community Support and Health Services

Communication and Information

## Orange County Master Aging Plan Implementation Matrix: Year 3: 2019/20

### Outdoor Spaces & Buildings Workgroup

Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.

Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.

Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### Transportation Workgroup

Objective 2.1: Expand availability and improve transportation options for older adults.

Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.

Objective 2.3: Increase access to transportation information and travel training.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### Housing Workgroup

Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).

Objective 3.3: Modify and repair existing housing for safety and accessibility.

Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.

Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.

Objective 3.6: Support Orange County residents to age in community.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### Social Participation and Inclusion Workgroup

Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.

Objective 5.1: Ensure a welcoming, inclusive, and livable community.

Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.

Objective 7.1: Increase awareness and use of available health and wellness resources.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### Civic Engagement & Employment Workgroup

- Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.
- Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.
- Objective 6.3: Promote the value of an experienced workforce to local employers.
- Objective 6.4: Expand enriching volunteer opportunities for older adults.
- Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### **Community Support & Health Services Workgroup**

- Objective 7.2: Expand services to help older adults age in their homes and communities.
- Objective 7.3: Improve collaboration between medical providers and OCDOA.
- Objective 7.4: Address the problem of food insecurity among older adults.
- Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.
- Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.
- Objective 6.4: Expand enriching volunteer opportunities for older adults.
- Objective 5.1: Ensure a welcoming, inclusive, and livable community.
- Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.
- Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

### **Communication and Information: All Workgroup + OCDOA Communication Dept.**

- Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources

## Outdoor Spaces and Buildings Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.</b>					
<b>Strategy 1.1.1: Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.</b>					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	Two representatives, Parks and Rec from CH and Mebane, plan to attend 10/9 meeting	Representatives were not able to attend as planned		
1.1.1c. Increased communication from and to nature-related organizations regarding natural areas and other public outdoor spaces is achieved through town Planning and Parks and Recreation Departments.	OCDOA	Ongoing  Identified two additional email listservs that can be forwarded to the workgroup members	Ongoing		
<b>Strategy 1.1.2: Provide both traditional and innovative means of monitoring and reporting maintenance issues about the condition of outdoor spaces and public buildings.</b>					
1.1.2b. Staff are assigned to respond to public building maintenance requests, with status updates and explanations for	Orange County Asset Management Service (OCAMS), DEAPR, town	Work order system and policies in place to respond to email requests already in place	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
actions taken/not taken.	Public Works and Parks and Recreation departments, OCDOA				
1.1.2c. Training programs on using monitoring and reporting systems are provided at OCDOA.	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA	Identified places to share information related to the systems currently in place to report: <ul style="list-style-type: none"> <li>• Advisory Board meeting</li> <li>• Senior Times</li> <li>• Pertinent OCDOA classes, especially Tech Team classes</li> </ul>	Ongoing		
<b>Strategy 1.1.3: Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.</b>					
1.1.3a. At least one older adult is on every county and town Advisory Board that has input on outdoor spaces and buildings.	Advisory Board on Aging, OCDOA	<ul style="list-style-type: none"> <li>• Older adults already sit on many boards. Working to identify all the boards and learn about their membership policies. Will advocate for designated spot for older adults if not already in place.</li> <li>• Hillsborough Parks and Rec board is moving to a 10-member board with designated spots (one 55+ and one teen) - approved in June, recruiting now.</li> <li>• County positions are by township. Identified as an opportunity for advocacy.</li> <li>• Carrboro board has</li> </ul>	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		representative positions for seniors and teens.			
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	<ul style="list-style-type: none"> <li>• Currently happening through Aging Advisory groups.</li> <li>• Project EngAGE could create an SRT for outdoor spaces advocacy group which can look at elected official agendas for important issues and attend meetings to represent interests of older adults.</li> </ul>	Exploring options for listserv communication about advocacy issues and opportunities		
<b>Strategy 1.1.4: Increase awareness on the part of older adults about design/planning standards and guidelines relative to outdoor spaces and public buildings.</b>					
1.1.4a. Presentations to groups with large numbers of older adults (e.g., nature groups, talks at senior centers, and residential groups) on standards and guidelines are made by county and town planning departments at least annually.	Orange County and town Planning Departments, DEAPR, and OCAMS, with support from the OCDOA	<p>Ongoing</p> <p>Considering presenting at meetings such as Project Engage or OCDOA Advisory Board. These representatives can disseminate the information to others.</p>	Ongoing		
<b>Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.</b>					
<b>Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.</b>					
1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.	Outdoor Spaces Group members; Aging & Wellness; Student	<ul style="list-style-type: none"> <li>• Ongoing through OCDOA and Carrboro, e.g. guided nature walks</li> <li>• Three walks completed this fall. One in Spanish and one in Mandarin.</li> </ul>	<p>Ongoing</p> <p>OCDOA and CH Parks and Rec working together to collaborate on more activities</p>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Groups/ Interns organized by OCDOA	Planning next walks in March and May, working through transportation issues. <ul style="list-style-type: none"> <li>• “Birding by Ear” walk completed in Sept – cooperative effort with Services for the Blind, Chapel Hill Bird Club, and Autobond Society. OCDOA shared information in e-newsletter</li> </ul>			
1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.	OCDEAPR/ Town of Hills/OCDOA	Ongoing	Ongoing		
1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.	OCDOA/ OCDEAPR	<ul style="list-style-type: none"> <li>• Promote Park locator Maps in ST initially</li> <li>• Promote specific parks in ST</li> </ul>	Ongoing <ul style="list-style-type: none"> <li>• Sharing in every issue of ST is difficult because of restricted space limits. Will explore sharing in one of the e-newsletters each month</li> <li>• CH shares information about parks or events on monitor screens in public spaces</li> </ul>		
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	<ul style="list-style-type: none"> <li>• Have been promoting searchable locator map for last six months.</li> <li>• Could provide more training for staff, especially the Seymour Tech team</li> <li>• NC Wildlife has</li> </ul>	In progress		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		information about handicap accessibility (could add this information to the class as well)			
1.2.1g. Maps of trails with locations of benches are available at the entrance to natural areas.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough	<ul style="list-style-type: none"> <li>• Will explore options to increase accessibility for people with visual impairments after comments from visually impaired workgroup members regarding difficulty of using conventional maps (guided walks, auditory signals/beepers, markers/signs, speedbump-like tactile trail marker)</li> <li>• Will connect with Duke professor who has worked on creating similar maps with students</li> <li>• Will provide visually impaired workgroup members with information on how to submit request for Parks and Rec to investigate these issues</li> </ul>		
1.2.1h. Signs/trail markers are added at intersections of longer trails.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough	See 1.2.1g.		
<b>Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.</b>					



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
1.2.2d. Internship opportunities are created with university students to help complete the work.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	<ul style="list-style-type: none"> <li>• Sustainability coordinator had an intern to identify OC park maintenance.</li> <li>• Hillsborough also had an intern.</li> </ul>			
<b>Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.</b>					
1.2.4a. The number of areas without manmade constructions obstructing nature is increased.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	<ul style="list-style-type: none"> <li>• New natural areas: Blackwood and Brumely Forrest, Moorefields, Hollow Rock, MLK Park</li> <li>• Started: MLK, Hillsborough Exchange</li> </ul>	Ongoing		
1.2.4c. Intergenerational outdoor spaces and activity stations are established at the senior centers.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	<ul style="list-style-type: none"> <li>• Senior Center gardens</li> <li>• Grants available</li> <li>• Consider adult play equipment (e.g., swings) but concerns that people will not use the equipment</li> <li>• Included in MLK park plan</li> <li>• Bocce at SportsPlex</li> </ul>	In progress		
1.2.4d. New developments are mandated to include small-scale parks.	Town Planning Departments, OCAMS, with involvement from DEAPR,	<ul style="list-style-type: none"> <li>• Ongoing - Driven by local ordinances</li> <li>• Can investigate what is currently mandated and what changes can be</li> </ul>	New green space noted near Whole Foods and PTA in CH by new development		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	made through Town Unified Development Office (UDO). • CH and HSB have active recreation requirement – there are several different ways to reach these mandates.			
1.2.4e. At least one bus stop in each town is converted into a wellness stop/integrated garden.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	<ul style="list-style-type: none"> <li>• Seymour Center to investigate the possibility of updating their bus stop with the renovation/addition (example – Charlotte AARP challenge grant)</li> <li>• Meditation poster at bus stops</li> <li>• County building at River Park next to rain garden under construction</li> <li>• Hillsborough putting in covered shelters with solar panels this year</li> <li>• Little free library</li> </ul>	Will look into working with CH transit on hanging more wellness posters at bus stops as a feasible first step		
<b>Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.</b>					
<b>Strategy 1.3.1: Review design and construction regulations and standards to ensure that built environments are accessible and easy to visit.</b>					
1.3.1a. Existing public spaces are reviewed for compliance with Americans with Disabilities Act (ADA) standards and feedback is provided to county and town Planning Boards.			<ul style="list-style-type: none"> <li>• The county completed an audit and is working to fix issues with their buildings</li> <li>• Workgroup member noted that truncated domes, which help people who are visually impaired, are not always placed correctly</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			at crosswalks		
1.3.1b. New design regulations and standards are created as needed.	Orange County and town Planning Departments, Orange County Disability Awareness Council	Ongoing	Ongoing		
<b>Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.</b>					
1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public transportation, such as benches and bus shelters.	OCDOA	Hillsborough received a grant to add covers to stops at the OPT circulator route	Working with CH and OT for permitting in process to have semi-seats installed at bus stops to provide seating for people to rest		

## Transportation Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 2.1: Expand availability and improve transportation options for older adults.</b>					
<b>Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.</b>					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from OPT	Received 2-year renewal of Grant Funding from Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the “Senior Transportation Expansion, Assessment and Mobility Management Project (STEAMM)”	Exploring funding possibility with Triangle Area Rural Planning Organization (TARPO). Project proposals to be submitted by May 1, 2020. Plan to attend the next Rural Transportation Advisory Committee (RTAC) to learn more		
2.1.1b. Increased number of volunteer drivers.		<ul style="list-style-type: none"> <li>• Recruited 3 new volunteer drivers. 1 driver retired with a net gain of 2 new drivers</li> <li>• 9 active drivers total</li> </ul>	<ul style="list-style-type: none"> <li>• Recruited 2 new volunteer drivers.</li> <li>• Met with Southern Village Aging in Place (SVAiP) Chair about working to add VDP</li> </ul>		
2.1.1c. Increased ridership.		Volunteers drove 80 one-way trips, up from 50 one-way trips Y2Q4.	Volunteers drove 134 one-way trips. Ride assignments increased over the holidays.		
<b>Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.</b>					
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	OCDOA, with support from CHT and OPT	<ul style="list-style-type: none"> <li>• Appropriations from dismantled Light Rail Transit money will go to local counties/communities to decide what to do with buses and expansion.</li> </ul>	<ul style="list-style-type: none"> <li>• EZ Rider has 20 vans. Five of the 7 new vans are on the road. Ridership remains high.</li> <li>• OCPT EDTAP applications have</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		<ul style="list-style-type: none"> <li>In the OUTBoard-TAS meeting, learned OCPT and other partners are evaluating priorities for the coming year to decide where to best use the light rail money</li> </ul>	<p>increased roughly 15-20% since people became more aware of non-medical trip options.</p> <ul style="list-style-type: none"> <li>OCPT will add a second bus to the Hillsborough circulator decreasing wait time in half.</li> </ul>		
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.		EDTAP program continues to be promoted at Senior Centers, and through Transportation helpline	<ul style="list-style-type: none"> <li>EZ Rider and EDTAP continue to be promoted at Senior Centers, and through Transportation helpline.</li> <li>OCDOA makes multiple referrals to both programs each week.</li> </ul>		
2.1.2d. Same day service to urgent care appointments is established.	OCDOA, CHT, OPT	<ul style="list-style-type: none"> <li>OCPT is working on a same-day service Uber/Lyft model program.</li> <li>Survey was sent to all OC departments and OCPT partners. Now analyzing survey results and create a proposal</li> </ul>	OCPT will pilot their Mobility on Demand Uber/Lyft model program in Hillsborough in Feb 2020. Offering Friday evenings and Saturday service to help fill gaps.		
<b>Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.</b>					
<b>Strategy 2.2.1: Establish a medical transportation work group that meets quarterly with representatives from transit, health, and aging services focused on improving coordination of medical transportation and other issues.</b>					
2.2.1c. Older adult riders are able to travel from Orange County into neighboring counties for	CHT, OCPT	<ul style="list-style-type: none"> <li>OCPT and CHT are in conversation to identify transfer points between their</li> </ul>	<ul style="list-style-type: none"> <li>One transfer point identified between EZ Rider and Durham Access at 15-501 Wal-</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
medical appointments and between Chapel Hill/Carrboro and Hillsborough.		<p>services.</p> <ul style="list-style-type: none"> <li>• Planning for dispatch coordination of a two-part ride to be handled by the services, not the customer.</li> </ul>	<p>Mart location.</p> <ul style="list-style-type: none"> <li>• Workgroup member and SW with Services for the Blind has been appointed to EZ Rider Advisory Committee (EZRAC).</li> <li>• Community expressing need to work with CHT and GoTriangle-paratransit to reinstate the bus stop at Seymour Senior Center.</li> </ul>		
2.2.1e. A pilot program is created for training medical appointment schedulers to help transit dependent patients with ride reservations to follow up appointments.	OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare	3 care managers have joined the Medical Transportation sub-workgroup	Creating a sub-workgroup decreased attendance in the primary workgroup. Members decided to re-consolidate and incorporate Medical Transport back into the general workgroup.		
<b>Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.</b>					
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.		Working with Durham Access and CHT EZ Rider program to streamline two-part ride requests. Have developed a way to create a “subscription” for routine two-part ride requests.	Volunteer Driver Program has started collaborating with EZ Rider and EDTAP to offer a one-way ride in combination with public transit. Will monitor impact		
<b>Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.</b>					
2.2.3b. Volunteer Driver program recipients are assisted in making plans	OCDOA	VDP riders are asked about their emergency plans when they enroll	<ul style="list-style-type: none"> <li>• VDP riders are asked about their emergency plans when they enroll</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
for emergency preparedness.		in the program.	in the program. <ul style="list-style-type: none"> <li>Plan to offer ongoing trainings in emergency planning and mobility assistance to VDP drivers to review with riders.</li> </ul>		
<b>Objective 2.3: Increase access to transportation information and travel training.</b>					
<b>Strategy 2.3.1: Educate older adults to access transit information.</b>					
2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.	OCDOA, CHT, OCPT, GoTriangle	An electronic version of the Transportation Decision Tree is in development – with two iterations brought to the MAP meetings for review. When finished, it will be maintained on the OCDOA website with links to CHT and OCPT websites.	<ul style="list-style-type: none"> <li>Decision Tree is active on OCDOA website as well as links to CHT, OCPT and GoTriangle.</li> <li>Will circulate Transportation pamphlet to above transit organizations to ensure most up to date contact information is listed.</li> </ul>		
2.3.1b. Easy to read user guides are published and regularly updated.		Technology request approved to purchase Adobe Acrobat Pro as support for the Transportation Specialist to create easy to read materials needed to run programs that support the Master Aging Plan and MPO grant.	<ul style="list-style-type: none"> <li>Personalized route maps with visual direction markers are being provided to residents after home visits and/or drop-in transportation trainings.</li> <li>Will continue to update and improve transportation pamphlet.</li> </ul>		
2.3.1c. Distribution locations for transportation information are identified	OCDOA, with support from OPT, CHT, and public libraries	<ul style="list-style-type: none"> <li>Transportation tabling continues 1x each month at each senior center (~11-18 people</li> </ul>	<ul style="list-style-type: none"> <li>Transportation tabling continues 1x each month at each senior center.</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
and supplied with updated information.		reached/month). <ul style="list-style-type: none"> <li>Transit Academy Event brought together major transit organizations and OCDOA for public education event.</li> </ul>	<ul style="list-style-type: none"> <li>Transportation presentation at Mt. Carmel Church 10/6/19 (~18 people)</li> <li>Transportation presentation at Cedar Grove Senior Day 10/15/19 (~21 people)</li> <li>Transportation presentation to Project EngAGE 11/14/19 (~16 people)</li> </ul>		
2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.	OCDOA		<ul style="list-style-type: none"> <li>5 small training sessions provided during Y3Q2.</li> <li>2 Bus Riding 101 class scheduled for early 2020.</li> </ul>		
<b>Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.</b>					
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	<ul style="list-style-type: none"> <li>Bus Trip to DPAC 8/19 (6)</li> <li>Bus Trip to Morehead Planetarium 8/21 (10)</li> </ul>	CHT Community Ride Day to Arts Center for Holiday Market 12/7/19		



### Housing Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.</b>					
<b>Strategy 3.1.1: Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.</b>					
3.1.1a. A Housing Task Force is developed.		MAP is an active member of the Affordable Housing Coalition	OC Aging Board/Housing Workgroup Member and MAP Housing Workgroup leader continue as active members of the Affordable Housing Coalition		
3.1.1b. A list of state and local polices to target is created and changes are recommended.		COMPLETED	COMPLETED		
<b>Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).</b>					
<b>Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.</b>					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.2.1a. Additional public-private partnerships are developed to increase affordable housing options for older adults.	OCDOA/ Advisory Board/ UNC Partnerships in Aging Program (PiAP)	Working with Self-Help to consider senior housing as a part of the new Homestead Mixed use development	<ul style="list-style-type: none"> <li>• With support from UNC PiAP and the Jackson Center, Carol Woods awarded PeeWee Homes, Inc \$60K to build a duplex dedicated for seniors coming out of or at risk for homelessness.</li> <li>• In partnership with UNC PiAP, Self-Help, and Charles House, the Jackson Center was awarded \$40k from Triangle Community Foundation, which will fund a part-time coordinator position to facilitate engagement of Northside elders in housing initiatives, celebrations, intergenerational connections and supportive services</li> </ul>		
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.					
3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA/ Advisory Board, OC Housing Dept, UNC Partnerships in Aging Program	Kick off LINK program: Linking Generations in the Northside Community	LINK Program continues in Northside. 8 elders and 12 UNC students are engaged in mutual learning, relationship building, and community celebrations.		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.2.1d. One site for development of age-friendly housing is identified in each of the Orange County jurisdictions: Carrboro, Chapel Hill, Hillsborough, and the county.	OCDOA, OC Housing Dept	COMPLETED	COMPLETED		
3.2.1e. Tax incentives are created that encourage accessible housing design and repair.		Identify feasibility for this and possible alternatives if not feasible			
3.2.1f. OCDOA is consulted with by developers and financiers at the conceptual stage to ensure home and neighborhood designs are age-friendly.	OCDOA/ UNC Partnerships in Aging Program (PiAP)		PeeWee Homes plans to consult with OCDOA and the UNC PiAP to ensure universal design principles are applied to the new duplex in Northside.		
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	COMPLETED	Current increase in senior designated housing is 37%		
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	Advocated for senior housing in the new UNC Healthcare development and the new SelfHelp initiative on Homestead			
<b>Objective 3.3: Modify and repair existing housing for safety and accessibility.</b>					
<b>Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.</b>					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.	OC Housing	COMPLETED			
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	Currently working to connect with planning department. Multiple attempts made to connect.			
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		OCHPC continues to identify collaborations among home repair organizations, partnering for more effective completion of jobs.	OCHPC continues to identify collaborations among home repair organizations, partnering for more effective completion of jobs.		
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	OCHPC has increased actions taken on specific cases and have begun tracking when and how long action is taken.	Database has been developed that can robustly track the time it takes for each phase of projects to occur. This is an important step for being able to identify improvements in wait time.		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Working to track this through OCHPC	Discussion in OCHPC falters when it comes to how to measure this. "Accessibility" is unclear because most home repairs are impacting the person's ability to access, live, and function in their home, and limiting "accessibility" to only physical accessibility related to mobility seemed inappropriate to the OCHPC members. Considering closing this item as no longer appropriate.		
3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.		Not feasible. Handy Helpers program is alternative.			
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	No consultations this quarter.	No consultations this quarter.		
<b>Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.</b>					
<b>Strategy 3.4.1: Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.</b>					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially “missing middle” housing (i.e., duplexes and small scale apartments with courtyards).	OCDOA	No programs this quarter	No programs this quarter		
3.4.1b. Aging Readiness Campaign is created with yard signs, interactive websites, and resources that can help older adults and family members plan for their future housing needs.		<ul style="list-style-type: none"> <li>• Aging in Community series</li> <li>• Knowledge and info for resources available and help people think now about future housing needs</li> </ul>	Communications intern hired via UNC PiAP to facilitate community awareness of OCDOA services, including housing related issues.		
3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.		Housing preservation group to consider	OCHPC to consider; consider for project in community based practice course in OT at UNC.		
<b>Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.</b>					
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC Planning Department	Connected with Planning Department Representative at Steering Committee meeting who was interested and open to this, have not been able to connect since.	No updates		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		Contingent upon connection to planning department	No updates		
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		Contingent upon connection to planning department	No updates		
<b>Objective 3.6: Support Orange County residents to age in community.</b>					
<b>Strategy 3.6.1: Create and fund a new OCDOA housing specialist position to educate, activate, and coordinate the community in achieving MAP housing goals.</b>					
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA		Positive Conversation with OC Director of Housing and Community Development regarding this position. Development of job description and preparation in progress.		
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.			OCHPC includes questions in home preservation assessment that assist in identifying if an older adult prefers to live in their home or move elsewhere.		
<b>Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.</b>					
3.6.2a. Network of repair/remodel organizations is developed.		DONE – OCHPC – with support from SEEA grant, currently developing online database to maximize collaboration			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2b. Collaboration coordinator is selected.		DONE – PostDoc position			
3.6.2c. Representative from each organization is designated to network.		Not officially designated, but representatives from each org are regularly attending and participating. (Done – essentially)	MOU is being developed to formalize these expectations and partnerships.		
3.6.2d. Referrals are increased across organizations.		Referrals are being tracked in database and through Home Preservation Meeting, referrals have increased.	Referrals are being tracked in database and through Home Preservation Meeting, referrals have increased.		
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		This is increasing and being tracked through OCHPC database.	This is increasing and being tracked through OCHPC database.		
3.6.2f. More comprehensive repairs are provided to residents.		<ul style="list-style-type: none"> <li>• SEEA Grant funds Home assessment manager to more comprehensively identify needs of residents</li> <li>• Increased robustness of Handy Helpers program completing more repairs than ever before.</li> </ul>	Communication regarding cost sharing through OCHPC supports more comprehensive use of funds for home repairs.		



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.		<ul style="list-style-type: none"> <li>OT student collected oral histories of home repair experiences.</li> <li>SEEA Grant evaluation will also include well-being assessment after home repairs are provided.</li> <li>Handy Helpers will also begin including further evaluation of meaningful change after home repair.</li> </ul>	OCHPC and Handy Helper assessments were developed. Implementation to begin in Jan 2020.		
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		<ul style="list-style-type: none"> <li>SEEA Grant increased funds for partners organizations (OCDOA, Habitat) by 5000 per year.</li> <li>Collaborations are happening across the OCHPC to complete various levels of repairs (major rehab to minor home repairs) - tracked through the SEEA grant evaluation.</li> </ul>			
3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.		Have offered training/resources to RTT Home Assessment Manager, increased marketing of Handy Helpers, and Improved referral processes for residents and employees to connect with OCHPC.	Considering as part of Community Based Project for OT students		

## Social Participation and Inclusion Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.</b>					
<b>Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.</b>					
4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.	OCDOA	Ongoing	Exploration of new assistive technology is being pursued - a stand-alone document scanner with OCR capability and ability to magnify and adjust contrast, NCRS Reading Service		
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Upcoming events: <ul style="list-style-type: none"> <li>• Latino Health Fair on Sunday, Nov 3</li> <li>• Latina Breast Cancer Awareness event in Oct</li> <li>• Coalitions planning Muslim Identity Panel and Language Justice Summit</li> <li>• Health Equity Council hosting Gender Identity Panel discussion and Community Forum to share community health assessment results next spring</li> </ul>	In process of increasing offerings of Latinx programs and bi-lingual programs with both English and Spanish and/or English and Mandarin, or English, Spanish and Mandarin		
4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North	OCDOA	Ongoing	<ul style="list-style-type: none"> <li>• Met with Piedmont Health Social Worker about increased programs for Spanish language only and dual language with</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.			Spanish. <ul style="list-style-type: none"> <li>Club Nova has returned to the workgroup after almost a year due to staff changes.</li> </ul>		
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA	Held kick-off event 9/9 for LGBTQIA+ community to gather information related to programming needs. There were 28 participants.	<ul style="list-style-type: none"> <li>Mental Health and LGBTQ (7) events planned for Jan and Feb</li> <li>Info about Refugee, Faith programming shared.</li> <li>LGBTQ icon created for Sr Times programming</li> </ul>		
<b>Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.</b>					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	Seymour Center expansion construction to begin soon, currently waiting for permits.	Seymour Center Construction began Nov. 4		
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA	<ul style="list-style-type: none"> <li>Senior Day Event in Sept at Cedar Grove was well received (87 attendees)</li> <li>AF exercise class attendance increase (14 attendees) at Cedar Grove CC</li> </ul>	IG Valentine Social planned at Cedar Grove		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.2c. More people participate at the senior centers.	OCDOA	↑ - Seymour ↑ - Passmore As compared to previous year at the same time.	↑ - Seymour ↑ - Passmore As compared to previous year at the same time.		
4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and space.	OCDOA	Community Center space is being more intentionally used for Senior programming (Cedar Grove, Efland)	Work in Progress		
<b>Strategy 4.1.3: Create more opportunities for intergenerational programming.</b>					
4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).	OCDOA	Held intergenerational Ice Cream Social event in honor of National Grandparents Day (15 attendees)	Seven different IG events offered Dec '19 – Feb 20.		
4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith		Ongoing with OC sheriff office	Women's shelter, Carolina Seminar - Arts Across the Ages, CH Parks and Rec, SAGE of Raleigh		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
communities, fraternities and sororities, YMCA, local businesses, etc.).					
4.1.3c. More young people are involved in senior center programming.		Ongoing	Ongoing		
<b>Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.</b>					
4.1.4a. Awareness of availability of scholarships/fee reductions is increased.	OCDOA	Shared scholarship information at following events: Intergenerational SRT, Faith-Outreach, Geriatric Internal & Family Medicine Introductory Mtg, LGBTQ Mtg	Shared at the following: Mt. Carmel Church and Holy Family Church		
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	<b>Seymour:</b> Fit Feet -2 Fitness Room – 7 Fitness Classes – 0 SC Education – 0 <b>Passmore:</b> Fit Feet – 1 Fitness (SportsPlex)– 4 Exercise Classes – 1 PC Education – 3	<b>Seymour:</b> Fit Feet -2 Fitness Room – 7 Fitness Classes – 0 SC Education – 0 <b>Passmore:</b> Fit Feet – 1 Fitness (SportsPlex)– 4 Exercise Classes – 1 PC Education – 3		
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA	Current demand is adequately met	Current demand is adequately met		
4.1.4d. Assistance is provided to participants who need help filling out a	OCDOA	Ongoing	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
scholarship/fee reductions form.					
<b>Strategy 4.1.5: Create a “Senior Center Without Walls” project for older adults who are unable to leave their homes but want to participate in senior center activities.</b>					
4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	<ul style="list-style-type: none"> <li>• Survey to assess interests and appropriate communication methods (e.g. TV vs internet) was completed with SALT. Results reviewed with workgroup.</li> <li>• Survey created to ask SALT community asking about library resources and interest is going out now. Expect back in Nov (e.g., asking about interest in checking out the preloaded Kindles).</li> <li>• Workgroup discussed new idea, a phone-based social group, which is used successfully by other groups. Plans to pursue. Will reach out to group currently running this program to learn more.</li> <li>• Continuing to support In Praise of Age. One additional program has been taped and more are scheduled (e.g., ID theft). Currently working on expanding access to People’s Channel as Hillsborough currently does not receive. Need to</li> </ul>	<ul style="list-style-type: none"> <li>• Workgroup discussed new idea, a phone-based social group, which is used successfully by other groups. Plans to pursue. Will reach out to group currently running this program to learn more.</li> <li>• Continuing to support In Praise of Age. 14 additional programs have been taped and more are scheduled Currently working on expanding access and adding to YouTube Channel to website and reduce other barriers.</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		add YouTube Channel to website and reduce other barriers.			
4.1.5b. Funding is secured to implement the program.	OCDOA		UNC PiAP provided resources to hire an intern to work with developing future program content.		
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	2 cameramen have been trained.	Ongoing		
4.1.5d. A YouTube channel is created with an available queue of options.	OCDOA	Completed.	Working with OC Govt to add IPoA programs to channel		
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA	Completed VHS transfer to DVD. Copy at each center. Staff will have a list of topics with year that video was produced. Will be advertised in Winter issue of the Sr Times.	Ongoing		
4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA				
<b>Objective 5.1: Ensure a welcoming, inclusive, and livable community.</b>					
<b>Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.</b>					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA	Upcoming trainings: <ul style="list-style-type: none"> <li>• Walk the Talk by Health Department</li> <li>• Diversity, Equity, Inclusion training OC all employees</li> </ul>			
5.1.1b. Signage at	OCDOA	• Fall issue of Senior Times	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
OCDOA is welcoming and inclusive to all.		<p>added logos to identify special events. Heart = appropriate for Memory Care partners and Intergenerational. Future events should include LGBTQ+ indicator.</p> <ul style="list-style-type: none"> <li>• LGBTQ+ welcome graphic added to the OCDOA website</li> <li>• Communications specialist requested non-discrimination language be added to OC website and it has recently been added. Will continue to encourage more inclusive language.</li> </ul>			
5.1.1c. Clientele is surveyed to learn what languages would be most important to include on signs and forms. Signs and forms are adjusted to reflect that data.	OCDOA	<ul style="list-style-type: none"> <li>• Workgroup member from Piedmont Health talked with Latino senior center groups and reported their requests to the workgroup for consideration.</li> <li>• Explore if it is possible to identify languages of programs in Senior Times.</li> <li>• Immigrant and Refugee Health Program is completing a Community Health Assessment including focus groups and online and door-to-door surveys.</li> </ul>	Ongoing		
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	For those registering for the first time: Passmore Center shows a slight increase in the Latinx over the previous	Ongoing		



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		year; Seymour shows slight decreases in all diverse groups.			
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	Piedmont Health, Latino and Refugee Health Coalition, SAGE, visual impairment, cognitive impairments.	Renewed relationship with Club Nova (open door tours held ea. Tues.)		
<b>Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.</b>					
5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).	OCDOA	Communications sharing events with Spanish-speaking groups. Will continue to think about expanding Spanish-speaking capacity within OCDOA, potentially reach out to new Spanish-speaking Project EngAGE volunteers.	Ongoing		
5.1.2b. OCDOA staff work with these groups to find out what services and		<ul style="list-style-type: none"> <li>Held kick-off event 9/9 for LGBTQIA+ community to gather information related to programming needs.</li> </ul>	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
programming they are most interested in, and those services are provided.		<p>There were 28 participants.</p> <ul style="list-style-type: none"> <li>• Workgroup member from Piedmont Health talked with Latino senior center groups and reported their requests to the workgroup for consideration.</li> <li>• Immigrant and Refugee Health Program is completing a Community Health Assessment including focus groups and online and door-to-door surveys.</li> </ul>			
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	<p>Immigrant and Refugee Health Program to provide OCDOA with hard copies of any of the Community Clinics Brochures (6 languages). They are also posted on webpage: <a href="http://www.orangecountync.gov/304/Immigrant-Refugee-Health">http://www.orangecountync.gov/304/Immigrant-Refugee-Health</a></p>	More programs are offered in Spanish language or multi-languages.		
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Increasingly slowly	Slight increase		
<b>Strategy 5.1.4: Improve accessibility within the senior centers.</b>					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	Ongoing	Ongoing		
5.1.4b. Funding is	OCDOA	<ul style="list-style-type: none"> <li>• Soap dispenser in</li> </ul>	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.		bathroom has been moved to accommodate mobility needs. <ul style="list-style-type: none"> <li>Slope and additional mobility concerns in the front of the Seymour Center will be addressed with new construction.</li> </ul>			
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		Working with representative from visual impairment group.	Ongoing		
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.	OCDOA	<ul style="list-style-type: none"> <li>Will explore ways to make people more aware of available equipment and creation of accessibility kits to help with communication (e.g., magnifying glass, hearing amplifier).</li> <li>Captioned phones now available in both Senior Centers. Will explore signage to increase visibility.</li> </ul>	Ongoing		
<b>Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.</b>					
<b>Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.</b>					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations	Ongoing in Senior Times and some program flyers.	Ongoing		
<b>Strategy 5.2.2: Provide and encourage social connections between older adults.</b>					
5.2.2a. More social	OCDOA,	<ul style="list-style-type: none"> <li>Possibility for Latino group</li> </ul>	Pickleball for		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
groups are developed.	Cardinal Innovations	at Passmore, need a leader. <ul style="list-style-type: none"> <li>Exploring new telephone-based social group (see 4.1.5a)</li> </ul>	Parkinson's to begin at Passmore		
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	Welcome program can help facilitate this.	Ongoing		
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Ongoing	Ongoing		
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Ongoing (see above)	Ongoing (see 4.1.2c)		
5.2.2e. A welcoming program is created at senior centers for new members.	OCDOA, Cardinal Innovations	<ul style="list-style-type: none"> <li>Will revisit creating a peer-to-peer ambassador program to help provide tours, Senior Times 101, and a list of contacts that can help introduce new people to groups based on interests. Previously executed though Friends organization.</li> <li>Busy Bodies (twice weekly) at Passmore is on-going Welcoming Group.</li> </ul>	Ongoing		
5.2.2f. A "Meet Your Neighbor" or "Bring A Friend" day is held quarterly, during which	OCDOA	Newcomer social meets is held quarterly at the Seymour Center	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
members are encouraged to bring others to the senior center.					

## Civic Participation and Employment Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.</b>					
<b>Strategy 6.1.1: Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.</b>					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA				
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.	Older Adult Employment Collaborative	Employment Specialist met / talked with job seekers: <ul style="list-style-type: none"> <li>• 24 in July</li> <li>• 28 in Aug</li> <li>• 25 in Sep</li> </ul>	During July-Dec. 2019, helped 159 elder job seekers; 11 got FT / PT jobs; 7 started their own business. 100+ provided positive comments for services provided.		
<b>Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.</b>					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	Employment Specialist held regular classes and workshops: <ul style="list-style-type: none"> <li>• 2-hour classes at Hillsborough Library, two Tues each month, starting Sept.</li> <li>• 1st Wed / Fri workshops at Seymour/ Passmore</li> </ul>	Classes at Hillsborough Library generated low turnout. Trying different approach at Chapel Hill Library		
6.1.2c. Alternative and entrepreneurial job	Older Adult Employment	See information above in 6.1.1d	Evaluations of services indicates elder job		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
seeking older adults report securing or connecting with desired job opportunities.	Collaborative, in partnership with the Orange County Public Library		seekers are much more productive as result of meetings and classes.		
<b>Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.</b>					
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	53 people came July 17 to Workshop at DTCC / Hillsborough: Working, Starting Your Own Business, Volunteering after Retiring: Exploring Your Options	Collaborating with OC DSS to offer Prep for Job Fairs classes; will confirm location(s) and date(s). Planning annual Workshop at DTCC / Hillsborough; adding Franchise Ownership to curriculum		
6.1.3b. Job fair and networking events are held, with transportation options.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	Collaborating with National Caucus/Center on Black Aging (NCBA) on other events - NCBA Job Fair, Aug. 29 at Durham Library So.	Partnering with NCBA to conduct Job Fair(s) during Jan-June 2020. Will confirm location(s) and date(s)		
<b>Strategy 6.1.4: Create "Senior Internship" opportunities, whereby older adults obtain internships with possibility of future hire.</b>					
6.1.4a. Research is conducted and recommendations are created about best practices for a "Senior Internship".	Older Adult Employment Collaborative	Developing proposal to present to OC employers in 2nd Qtr.	Will contact select OC employers during 3 <sup>rd</sup> Qtr. to confirm interest and next step(s)		
<b>Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.</b>					
<b>Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.</b>					
6.2.1a. An inventory of what services already exist in the county is	Older Adult Employment Collaborative,	Updating resource inventory, will list online and include in Mature	Developing online copy for OC DOA. Will complete revised edition		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
created and research on best practices is conducted.	with support from Orange County Public Library	Job Seekers Resource Guide	of Mature Job Seekers Resource Guide and distribute in 3 <sup>rd</sup> Qtr.		
6.2.1b. More older adults report utilizing and benefiting from these resources and services.	Older Adult Employment Collaborative, with support from Orange County Public Library	See information in 6.1.1d	See information in 6.1.1d, and 6.1.2c. Elder job seekers pleased, report more productivity in their job search and/or starting their own businesses.		
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.	Older Adult Employment Collaborative, with support from Orange County Public Library	<ul style="list-style-type: none"> <li>Added Hillsborough Library as venue for job seeker meetings.</li> <li>Aug. 29 NCBA Job Fair at Durham Library/South</li> <li>Classes, workshops at Hillsborough Library; Durham Tech/ Hillsborough; Orange Correctional Center; Cedar Grove and Efland-Cheeks Community Centers</li> </ul>	Adding availability at CH Public Library. Scheduling classes at Cedar Grove. Will meet Efland-Cheeks Comm. Center staff to confirm next step.		
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	Conducted job seeker training for 18 National Caucus/Center on Black Aging (NCBA) representatives	Collaborating with NCWorks centers to confirm interest in classes, workshops. Continue training of NCBA representatives		
<b>Objective 6.3: Promote the value of an experienced workforce to local employers.</b>					
<b>Strategy 6.3.1: Create awareness campaign designed to (1) promote older adults as productive, experienced, reliable, and entrepreneurial members that positively impact the labor force; (2) highlight employers that are successfully integrating older adult workers; and (3) provide information to Orange County employers to best serve an older adult workforce.</b>					



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	Conducting research among Orange County employers. Target date for results/ report is Nov	Delayed; collaborating with OC Economic Development to send questionnaire to Hillsborough and Carrboro employers; target date Feb 28		
6.3.1b. Public campaign is created and evaluated.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	<ul style="list-style-type: none"> <li>Will promote directly to all employers in Orange County.</li> <li>Currently not pursuing AARP</li> </ul>	Developing campaign for OCDOA – Senior Times, E-newsletters, and Web site / online; Public Libraries; Community Centers; local radio stations. Target date: Mar 30		
<b>Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.</b>					
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.	Older Adult Employment Collaborative, with support from Orange County Advisory Board on Aging	Continuing research for more information. Target date: December	Delayed: Will confirm available information (by Feb 14. Advise Elder Employment Quarterly Collaborative Council; determine next step		
<b>Objective 6.4: Expand enriching volunteer opportunities for older adults.</b>					
<b>Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.</b>					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA	Compiling information on volunteer opportunities. Target date: November	Now collecting more information from elder job seekers including skills and interests, which has improved matching of services		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			offered		

## Community Support and Health Services Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 7.1: Increase awareness and use of available health and wellness resources.</b>					
<b>Strategy 7.1.1: Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.</b>					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	<ul style="list-style-type: none"> <li>• Cedar Grove participating in exercise program</li> <li>• OCDOA looking into the UNC, living well with chronic conditions, lay-health leader trainings. Potential to partner with senior volunteers to offer.</li> <li>• Matter of Balance, October class, new leaders being trained- Project EngAGE Volunteers</li> <li>• Brain Health – 7 week program, 53 signed up, about 30 each time</li> </ul>	<ul style="list-style-type: none"> <li>• Two Matter of Balance Classes: Seymour and Passmore</li> <li>• Arthritis Foundation Exercise classes at Cedar Grove, First Baptist, and Manley Estates</li> <li>• OTAGO - Physical Therapy, evidence-based program</li> <li>• Carolina Springs potential future class location (training instructor)</li> <li>• YMCA of Triangle is offering heavily discounted memberships, health coaching, and falls prevention program for BCBS Medicare Advantage members (from \$70/month to \$25/month). Want to</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			increase referrals.		
7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update technology.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	Upcoming	<ul style="list-style-type: none"> <li>Request made to IT for updated technology to communicate with participants (e.g., when a class is cancelled)</li> <li>Construction started in Nov with a 1 year timeline</li> </ul>		
7.1.1e. More older adult opportunities are offered in SportsPlex Fieldhouse expansion.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	<ul style="list-style-type: none"> <li>Now open</li> <li>Expanded pickle ball offerings</li> </ul>	Coordinating programs for Spring 2020 (walking and pickle ball already available)		
<b>Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.</b>					
7.1.2a. More support groups are provided (e.g., health, grief, depression, life transitions, substance abuse, etc.) in various locations.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care, Duke Home Care and	<ul style="list-style-type: none"> <li>NAMI Family-Family support group</li> <li>Well Spouse Group, second Thursday of month</li> <li>Heartfulness Meditation</li> <li>Plan Feb 6 (or 30th) Depression in Black</li> </ul>	<ul style="list-style-type: none"> <li>CPE intern offering grief support discussion Tues Seymour Thursdays at Passmore, Oct- Dec</li> <li>Roughly 4-6 residents participated in support group at Passmore</li> <li>Individual support</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Hospice, Grief Oasis (CH)	Men Film Screening, Passmore	meetings worked better than group meetings at Seymour		
7.1.2b. Directory of mental health therapists and support groups appropriate for older adults is created and updated.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care,	<ul style="list-style-type: none"> <li>• Directory created by Mental Wellness Senior Resource Team and last updated on 5/17/19.</li> <li>• Hard copies available for distribution; electronic copy available: <a href="https://www.co.orange.nc.us/2091/Publications-and-Resources">https://www.co.orange.nc.us/2091/Publications-and-Resources</a></li> <li>• Suggestion to update regularly</li> <li>• Support groups offer tips on finding therapist and who takes Medicare</li> <li>• Majority of UNC primary care offices now offer brief problem-solving therapy for patients with mild to moderate affective disorders (depression, anxiety). Copay waiver for counseling services is available for Next Generation ACO</li> </ul>	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		Medicare patients. Interested patients can request visits by contacting their PCP office			
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care,	<ul style="list-style-type: none"> <li>Event held in July</li> <li>Offered Question, Persuade, Refer training (19 attendees) in September</li> </ul>			
<b>Objective 7.2: Expand services to help older adults age in their homes and communities.</b>					
<b>Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.</b>					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	<ul style="list-style-type: none"> <li>Three upcoming aging in place presentations in August.</li> <li>Will more broadly define how to quantify how division helps OA age in place</li> <li>Self-care for caregivers at conference on 8/20</li> <li>SRT focused on Aging in Place communities created resource guide to help other communities and new community members</li> </ul>	<ul style="list-style-type: none"> <li>All OCDOA services now dementia friendly</li> <li>Memory Cafes continue</li> <li>Care partner collaborative (roughly 3-4 couples) slower start, group is starting to bond. Includes structured activities and some unstructured time to address needs of attendees.</li> <li>Dementia 101</li> </ul>		
7.2.1b. EMS/OCDOA	EMS/OCDOA	<ul style="list-style-type: none"> <li>EMS interviewed</li> </ul>	<ul style="list-style-type: none"> <li>Stay Up and Stay</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.		<p>candidates for position, 2 candidates soon to be selected to focus on Stay Up and Active, starting on Sept 3. Considering ways to capture positive stories from referrals.</p> <ul style="list-style-type: none"> <li>Representatives from OCDOA, OC EMS, UNC Health Care met to discuss potential adaptation of CAPABLE program (evidence-based intervention involving home visits by OT/RN team + home repairs) using community paramedics in place of RNs. UNC PiAP doing research on potential funding opportunities. Potential to build upon SUAA framework to offer this service.</li> <li>Presentation at the Grange for seniors who are isolated</li> </ul>	<p>Active meeting in Dec, planning on meeting every other month</p> <ul style="list-style-type: none"> <li>The update for the assessment has been completed and is now being implemented. SUAA meets monthly to re-evaluate effectiveness of screening tool</li> </ul>		
7.2.1d. "Remembering When" home inspections to correct	OC Emergency Services	<ul style="list-style-type: none"> <li>Two more Remembering When events completed at</li> </ul>	None reported in Q2.		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.		600 Poplar in Carrboro and Cedar Grove community center. <ul style="list-style-type: none"> <li>Focusing on highest risk areas first.</li> <li>Considering other sites such as nursing homes and new Habitat location.</li> </ul>			
7.2.1e. Educational programs are provided at the senior centers yearly to increase awareness and use of technology for home safety.	OCDOA/Senior Centers	<ul style="list-style-type: none"> <li>Offered in Jun-Aug through students at Seymour center.</li> <li>Plan for OT student to teach class about tech devices at Cedar Grove in future.</li> </ul>	<ul style="list-style-type: none"> <li>Tech program is on Saturdays and appointment based while students are in school. Presentation schedule for January, which will be recorded.</li> <li>Partnership Academy option for future to make services available during the week – in the works</li> </ul>		
<b>Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.</b>					
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>Healthcare Navigator Pilot Project participant handbook and training created summer 2019.</li> <li>Currently creating a press release and other recruitment materials to start recruiting participants</li> </ul>	Pushed back start of pilot project (early winter)		



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		<p>for pilot later in 2019.</p> <ul style="list-style-type: none"> <li>Hoping for 10 volunteers and 10 participants.</li> </ul>			
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA, UNC Health Care	<ul style="list-style-type: none"> <li>Faith Quarterly breakfast</li> <li>OCDOA completed proposal for UNC Public Health Capstone team. Students will select projects by 9/2019. Proposing faith-based/UNC Hillsborough Hospital initiative.</li> </ul>	<ul style="list-style-type: none"> <li>Supervising UNC Capstone students, hope to reach out to rural African American community, targeting faith-based communities, shared database, plan includes attending church services and completing some surveys, doing the research in the fall,</li> <li>Suggestion to contact Food for All program in Hillsborough</li> </ul>		
7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check writing, bookkeeping, etc.).	OCDOA / VC55+	<ul style="list-style-type: none"> <li>Mail and Money Management pilot program participant handbook and training created this summer.</li> <li>Currently creating a press release and other recruitment materials to start recruiting participants for pilot.</li> </ul>	MSW student to focus on Mail and Money Management program after Project EngAGE. Plan to recruit volunteers in Jan.		
7.2.2d. Policies at OCDOA are reviewed	OCDOA/AT	Ongoing	Ongoing		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.					
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• The months of July - Sept:               <ul style="list-style-type: none"> <li>• 2 Grab Bars</li> <li>• 2 Internal repairs</li> <li>• 2 Other minor repairs</li> <li>• 2 plumbing repairs</li> <li>• 3 railings</li> <li>• 2 ramps</li> <li>• 1 significant remodel</li> </ul> </li> <li>• Now have 8 Handy Helpers</li> <li>• Handy Helpers now have name tags</li> </ul>	<ul style="list-style-type: none"> <li>• The months Oct-Dec               <ul style="list-style-type: none"> <li>• 3 Electrical</li> <li>• 3 Exterior Repairs</li> <li>• 2 Grab Bars</li> <li>• 2 Internal Repairs</li> <li>• 3 Other minor repairs</li> <li>• 2 Plumbing repairs</li> <li>• 3 Railings</li> <li>• 4 Ramps</li> </ul> </li> </ul>		
<b>Strategy 7.2.3: Emergency preparedness education reflects and incorporates the needs of older adults.</b>					
7.2.3a. Emergency Preparedness Checklist is revised to reflect senior issues.	ES, Health Dept, Sheriff's Dept, Town Police Depts, CEF	<ul style="list-style-type: none"> <li>• First draft completed by Emergency Management Coordinator-currently being reviewed and updated.</li> <li>• Second draft will be ready for review in September.</li> <li>• A checklist was created, considering adding to toolkit.</li> </ul>	No update on the status on checklist at this time		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		<ul style="list-style-type: none"> <li>Considering ways to partner and distribute such as NCCare360, visitor center, tax preparations, CHMOW resource list</li> </ul>			
7.2.3b. Issues specific to older adults are included in crisis intervention team training.	ES, Health Dept, Sherff's Dept, Town Police Depts	<ul style="list-style-type: none"> <li>Sheriff's office launched new class for the citizen academy in September.</li> <li>Dementia training part of CITT.</li> </ul>	No update on the status on checklist at this time		
<b>Objective 7.3: Improve collaboration between medical providers and OCDOA.</b>					
<b>Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.</b>					
7.3.1a. At least one collaborative project is created between the OCDOA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.	OCDOA/AT and UNC Health Care (Senior Alliance)	<ul style="list-style-type: none"> <li>UNC's SDOH Screening Collaborative held first kickoff meeting 8/16. Initial areas of focus for screening pilots will be food insecurity and transportation. Reports are built so UNC can track screening rates at clinics.</li> <li>UNC pursuing integration of community resource database into Epic electronic medical record system; goal is to enable electronic</li> </ul>	<ul style="list-style-type: none"> <li>NC CARE360 – OCDOA was trained in Nov, determining how to move forward. UNC moving forward with integrating it into EMR by Spring 2020.</li> <li>Upcoming Jan 23 training to be held at Seymour</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		referrals directly to community partners (likely via NCCARE360 platform, which is being deployed to support Medicaid managed care launch)			
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	<ul style="list-style-type: none"> <li>• Piedmont Health facilitated 4 part Lunch and Learns series at Seymour Center July/Aug (9-15 participants each)</li> <li>• Piedmont Health presented to Spanish Social Club</li> </ul>	<ul style="list-style-type: none"> <li>• Project EngAGE went to PACE at Pittsboro on Oct 10 and Prospect Hill on Oct 17</li> <li>• Working with Social Inclusion group to make sure services represent needs of Spanish speaking community</li> <li>• Exploring doing lunch series in Spanish</li> <li>• Presentation with EMS and Piedmont for caregivers about incontinence in Oct (4 attendees), video recorded for In Praise of Age Series</li> </ul>		
<b>Objective 7.4: Address the problem of food insecurity among older adults.</b>					
<b>Strategy 7.4.1: Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.</b>					
7.4.1a. More volunteers are	Chapel Hill-Carrboro Meals	<ul style="list-style-type: none"> <li>• OCRA tabling at farmers market, up to</li> </ul>	<ul style="list-style-type: none"> <li>• More volunteers will be needed to</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
recruited and trained to assist with meal preparation and/or meal delivery.	on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	<p>44 volunteers</p> <ul style="list-style-type: none"> <li>• IPE Rural Health pilot program starting this fall. 46 UNC Medical, OT, or Pharm students partnering with 23 rural seniors for Home Visit course, some aspects of food insecurity addressed</li> <li>• OCRA working with Cedar Grove Community Center, Homestead exemption act</li> <li>• OCRA working with Durham MOW for rural seniors on border</li> </ul>	<p>accommodate OCRA and CHCMOW arrangement (see 7.4.1f).</p> <ul style="list-style-type: none"> <li>• Potential to partner with volunteers to help report health outcomes through a secure platform like NCCARES 360.</li> </ul>		
7.4.1b Collaboration between county agencies to create a uniform meal intake application	OCDoA DSS CHMOW OCRA OCIM	Initial draft of revised intake form created via collaboration between OCDoA and DSS and CHMOW	Meeting completed between OCDoA and DSS to combine and create 2 <sup>nd</sup> draft that will be completed by late Winter		
7.4.1c. New drop-off and pick up points for meal delivery volunteers are established in rural areas.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA,	OCRA continues to provide a northern Orange, rural pick-up point for their volunteers	OCRA and CHCMOW discussing.		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	DEAPR				
7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to increase coordination.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA	<ul style="list-style-type: none"> <li>Continuing discussions on CHCMOW and OCRA merger</li> <li>Working on combined application with DSS for assessment of older adults, goal is for all calls for food needs go to OCDOA (one place to call), will loop back to OCRA and MOW, OCIM</li> <li>Suggestion to consider definition of food insecurity. Should we use a screening tool? It is different than income cutoff (should include transportation needs for shopping, preparation, frailty)</li> </ul>	OCRA and CHCMOW discussion is progressing with goal to have arrangement completed by March 2020 which will provide better communication about services for older adults in southern and northern areas of the county.		
<b>Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.</b>					
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA/ Advisory Board	Will revisit in the future	On hold		
<b>Strategy 7.4.3: Increase awareness of food services for older adults.</b>					
7.4.3a. Increased	OCDOA, DSS	• Commodity Senior	Current Food Box		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.	IFC OCIM, OCRA	Food Program: OCDOA continues to coordinate and host the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) <ul style="list-style-type: none"> <li>• currently serving ~ 300 low-income OC older adults</li> <li>• Increase in funding to 8,000 boxes, application to increase to 10,000</li> <li>• Currently at the max and using waitlist</li> <li>• OCRA currently serving ~85 people</li> </ul>	Numbers: 254 participants		
<b>Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.</b>					
<b>Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.</b>					
7.5.1a. Increased number of village groups in Orange County.	OCDOA	Neighborhood Connections Resource Guide available online (see 7.1.2b)	<ul style="list-style-type: none"> <li>• Neighborhood Connections completed presentation for Efland Collaborative (collection of</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			churches). • The Perry Hill Community is interested in an Aging In Place Village Community Presentation		
7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.	OCDOA		• Focused on social model first to help facilitate people reaching out when there is a need (more informal), lead people in each neighborhood are reaching out to OCDOA • OCDOA navigator program could visit these groups when needs arise, should we revisit this idea?		
<b>Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.</b>					
<b>Strategy 7.6.1: Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.</b>					
7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health	• Green Burial Presentation and Q&A scheduled for September 25, 2019 at Passmore (~45 attendees) • Cedar Grove Community Center	EMS hosp event in Nov (5 attendees) recorded for In Praise of Age		



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Department, OCIM, and IFC	<p>EOL series on Wed morning (with food) this fall starting in Sept targeted towards seniors, no attendees, rethinking format -- suggestion to connect event to Senior Tuesdays Lunch which is a regular time for speakers</p> <ul style="list-style-type: none"> <li>• Goal to End Homelessness helps with burials for those with limited funds</li> <li>• EMS can provide information about what happens when a doctor won't sign the death certificate</li> </ul>			
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Health Care Decisions Day event will be held on April 15th	Ongoing		
7.6.1c. Information and ongoing educational opportunities about	OCDOA, in collaboration with the UNC	<ul style="list-style-type: none"> <li>• Green Burial Presentation and Q&amp;A on 9/25 at Passmore</li> </ul>	Article in the Indy on Oct 29 about death positivity, featuring Anne Weston		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	<ul style="list-style-type: none"> <li>• “Ties that Bind” documentary Program well received</li> </ul>			
7.6.1d. Five Wishes and other documents are available for Orange County residents at multiple locations (e.g., senior centers, libraries, major healthcare systems) and in various languages.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	OCDOA continues to provide free Five Wishes booklets upon request and specifically at every End of Life event and are available upon request from the VC55+ Administrator	Make available to AT team		
7.6.1e. More people are aware of and are using OCDOA notary services.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Notary services at OCDOA are being advertised in the Senior Times for Fall Quarter (best to call ahead)	Ongoing		
7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health	OCDOA proposal for UNC Public Health Capstone team accepted. Students selected projects in 9/2019. Proposing faith-			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
term care facilities, etc., are created to promote end of life discussions.	Care, Orange County Health Department, OCIM, and IFC	based/UNC Hillsborough Hospital initiative.			
7.6.1g. Volunteer legal service is made available twice yearly to assist older adults in writing/changing wills and other legal documents (e.g., power of attorney, living will).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	<ul style="list-style-type: none"> <li>• 7/2019 Legal Aide presented to aging transitions team, discussed referral process for older adults.</li> <li>• Legal Aid will be presenting to the Faith-based organizations during the September Faith Outreach Breakfast</li> </ul>	Currently by appointment only		
<b>Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.</b>					
7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	<ul style="list-style-type: none"> <li>• Advanced Care Planning Clinic in Hillsborough</li> <li>• UNC adopted organizational goals related to ACP, tracking from 26% to 46% meeting the goal (5 ways to meet the goal)</li> <li>• Medicare annual wellness visits are supposed to discuss advanced care</li> </ul>			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		planning <ul style="list-style-type: none"> <li>• Duke allowing people to upload their documents to their MyChart</li> </ul>			
7.6.2b. Healthcare providers incorporate end-of-life discussions into routine care, and provide/complete Medical Orders for Scope of Treatment (MOST) and Do Not Resuscitate (DNR) forms for their patients as appropriate.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	Copay waiver in effect for advanced care planning services for Next Gen Medicare ACO patients; eligible patients can waive copay for telephonic and face-to-face ACP	Discussion of behavioral health ACP		
7.6.2c. EMS task force on mobile MOST/DNR forms recommends ways to authorize MOST/DNR care wishes when away from home.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	400 new bracelets are here. Waiting on forms. Publicized through social media. Training Hillsborough ED on Wed, 8/21, launching in late fall			
7.6.2d. UNC promotes professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program,	UNC has three trainings in advanced care planning – basics (respecting choices), computer, advanced conversations skills for providers (serious illness conversation project).			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	EMS	IHQI grant to do with family med, internal med, and one clinic.			
<b>Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.</b>					
7.6.3b. Legislation is supported to increase choice at end of life.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department	HB 879 is officially stalled in the Rules Committee, hoping to revisit next year.			
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough	Project EngAGE working with land trust individual to discuss adding green burial options, looking for at least 30 acres,	<ul style="list-style-type: none"> <li>Identified area in Northern Durham county, 64 acres, working on business plan, working on zoning and planning, fundraising next year</li> <li>3 acres open, \$1600/plot, "All Souls" in Greensboro</li> </ul>		
<b>Objective 6.4: Expand enriching volunteer opportunities for older adults.</b>					
<b>Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.</b>					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and	OCDOA / VC55+	Ongoing (~375 volunteers at OCDOA)	Ongoing (~385)		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
interests.					
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	Survey goes out in Dec and May. Updating most recent results.	Next survey goes out in Dec.		
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	Ongoing	Ongoing		
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	14 participants in next class (13 sessions) Sept 12-Dec 12.	Class ongoing		
<b>Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.</b>					
6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy Helpers, Volunteer Drivers, Friend to Friend, SALT).	OCDOA / VC55+	SALT: <ul style="list-style-type: none"> <li>• July               <ul style="list-style-type: none"> <li>• Engagements - 181</li> <li>• Active Participants - 56</li> <li>• Reporting Volunteers - 9</li> </ul> </li> <li>• August               <ul style="list-style-type: none"> <li>• Engagements - 112</li> <li>• Reporting Volunteers - 13</li> </ul> </li> </ul>	SALT: <ul style="list-style-type: none"> <li>• October               <ul style="list-style-type: none"> <li>• Engagements - 126</li> <li>• Reporting Volunteers - 9</li> </ul> </li> <li>• November               <ul style="list-style-type: none"> <li>• Engagements - 65</li> <li>• Reporting Volunteers - 10</li> </ul> </li> <li>• OCDOA helped SALT</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		<ul style="list-style-type: none"> <li>September</li> <li>Engagements - 116</li> <li>Reporting Volunteers - 9</li> </ul>	codified their procedures, a structured intake process for the participants and an orientation for the volunteers		
6.4.2b: New community-based volunteer programs are planned and implemented that address social isolation and support persons to age in community.	OCDOA / VC55+	Ongoing	Ongoing		
<b>Objective 5.1: Ensure a welcoming, inclusive, and livable community.</b>					
<b>Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.</b>					
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.	OCDOA	Grant evaluation report completed	ACL grant officially ended August 2018: All components encompassed within the grant have been integrated into all Aging Transitions services and OCDoA programs and services		
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory	OCDOA	<ul style="list-style-type: none"> <li>Dementia Friendly Businesses (103 business trained, over 1000 workers)</li> <li>Began monthly</li> </ul>	<ul style="list-style-type: none"> <li>Dementia Friendly Businesses – year two training (total of 105 businesses_</li> <li>On the Move</li> </ul>		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Cafés on the Move.		<p>Memory Cafe on the Move at Cup-A-Joe in Hillsborough (attendance: 2 in Aug).</p> <ul style="list-style-type: none"> <li>• Continued Memory Cafés at Bruegger's Bagel in Chapel Hill (attendance: 10 in July, 12 in Aug) SW facilitating</li> <li>• On the Move attendance and community partners:               <ul style="list-style-type: none"> <li>• July: Frank Gallery (8 attendees)</li> <li>• August: Maple View (11 attendees)</li> </ul> </li> <li>• Memory Cafes on Wed afternoons, about 6 people attending but this appears to be growing</li> </ul>	<p>scheduled for Nov, thinking about ways to increase attendance at Hillsborough Cup-A-Joe location, tabling at Passmore Center to increase awareness</p> <ul style="list-style-type: none"> <li>• Stakeholders meeting for statewide group of memory café, shared updates and best practices, continue with quarterly meetings</li> <li>• Duke is having caregivers assist with hospital discharge. Presentation planned for April.</li> </ul>		
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.	OCDOA	<p>Care Partner collaborative group facilitated Wednesday 10-2pm at Seymour Center, attendance blossoming (started with 2, 12 people at last event) – see above</p>	<p>Want to recruit through SHARP group, it has been on hold but restarting Nov</p>		
5.1.3d. More caregivers are referred	OCDOA	<p>As of September, there will be a monthly</p>	<ul style="list-style-type: none"> <li>• Caregiver Day of Care on Nov 9. afternoon of</li> </ul>		



Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
to and served each year by the OCDOA.		Caregiver Supports Education table at both Seymour and Passmore for more awareness and interaction with community members.	wellness at Seymour (e.g., Zentangle, massage), lunch. Community partners tabled, AT present, and onsite respite. Received sponsored/donations from Acorn and Homewatch and ~10 community business. Around 40 attendees. • Caregiver newsletter delivered to 1873 email addresses (441 opened)		
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	Ongoing	Ongoing		
<b>Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.</b>					
<b>Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.</b>					
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	VC55+	LTC SRT leading project, meeting held 8/19, recruited new volunteers.			
3.5.1b:	VC55+	Signature Health Care is	• Partnered with		

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Opportunities are created for long-term care residents to get out into the community, with help of volunteers		developing a program to bring high functioning residents to the Seymour Center - New partnerships established with Brookshire and the Stafford	Signature to take residents to fair <ul style="list-style-type: none"> <li>• Continued partnership with Brookshire</li> <li>• New partnership with Parkview</li> </ul>		
3.5.1c: Nursing Home and Adult Care Home Advisory Committee members promote activities that support resident and staff well-being and that reduce social isolation	Community Advisory Committee (CAC) members, Ombudsman	Both committees continue recruiting members.	<ul style="list-style-type: none"> <li>• No longer recruiting for NH committee</li> <li>• Still recruiting one more for Adult Care Home committee</li> </ul>		

## Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
<b>Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.</b>					
<b>Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.</b>					
8.1.1a. Comprehensive list of liaisons is created and maintained.		<ul style="list-style-type: none"> <li>• New Project EngAGE Class</li> <li>• UNC Partnerships in Aging Program (PiAP) created an online calendar of events and is now sharing our “Special Events” on their website: <a href="http://partnershipsinaaging.unc.edu/">http://partnershipsinaaging.unc.edu/</a></li> <li>• Communication established with News of Orange County editor. Sharing one key weekly event in the “Word on the Street” feature.</li> </ul>	Ongoing		
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Ongoing	Ongoing		
8.1.1c. Information is distributed at least quarterly to designated liaisons.		<ul style="list-style-type: none"> <li>• PiAP now publishing OCDOA special events on their website (see 8.1.1a)</li> <li>• Sharing health and wellness events with UNC Geriatrics</li> </ul>	Ongoing		

8.1.1d. Liaisons are created with non-English organizations.	OCDOA, El Centro NC	<ul style="list-style-type: none"> <li>• Maintaining established relationships. Information is shared both ways</li> <li>• Enhance existing relationship with El Centro Hispano</li> <li>• Identify other non-English organizations</li> <li>• Piedmont Health representative spoke with Spanish speaking group at Seymour Center and reported back to Social Participation and Inclusion Workgroup.</li> <li>• Immigrant and Refugee Health Program at Health Department sharing information: currently completing a Community Health Assessment, distributing Community Clinics Brochures (in 6 languages) online and in Senior Centers, invited OCDOA to share info at events (Latina Breast Cancer Awareness, Latino Health Fair, Muslim Identity Panel, Language Justice Summit, Health Equity Gender Identity Panel, Community Forum on Health Assessment).</li> </ul>	<ul style="list-style-type: none"> <li>• Identified volunteers within senior centers to work with Mandarin and Spanish speaking folks</li> <li>• Publicized Employment Services offered to more Spanish-speaking (and other non-English) agencies.</li> <li>• Refugee population is an increasing focus for Piedmont Health. Creating more partnership to better serve this group.</li> </ul>		
8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries	Ongoing		
<b>Strategy 8.1.2: Make OCDOA communications available in a variety of languages.</b>					
8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.	OCDOA, Orange County Government – Community Relations	Ongoing	Ongoing		
<b>Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.</b>					

<p>8.1.3a. Print versions of the Senior Times are in larger print and with less information.</p>	<p>OCDOA</p>	<p>Continue to investigate applications linking RecTrac program entries to populate our website calendar of events. As well as produce a program report suitable for the publisher of the Senior Times, increasing efficiency and accuracy. Our current web platform, CivicPlus, has a recreation module, CivicRec that has potential to meet this need</p>	<p>Scheduled Jan. 2020 meeting OC IT Business Relationship Manager to discuss RecTrac populating web calendar with Senior Times events, even if we have to use RecTrac's calendar instead of our web platform, CivicPlus.</p>		
<p>8.1.3b. Additional versions of the Senior Times are explored, including print and online versions in Spanish and Mandarin (and other languages as needed) and an audible version.</p>		<p>Ongoing but feasibility concerns</p>	<ul style="list-style-type: none"> <li>• Discussed how to make ST more accessible for visually impaired - if pictures/ads/ icons are removed, it is easier for computer readers to read the text. SW with Services for the Blind to help OCDOA explore technology and feasibility.</li> <li>• Triangle Radio Reading Services used to read ST as a scheduled time each week.</li> <li>• A suggestion was made to have a Passmore newsletter/Senior Times</li> </ul>		
<p>8.1.3c. Drop off locations are expanded.</p>		<p>Lists have been updated, need to be posted to website</p>	<p>Ongoing</p>		
<p><b>Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.</b></p>					

8.1.4a. OCDOA webpage hits increased each year.	OCDOA	<p>Total page views (hits): 16,517                      Top five pages:</p> <ul style="list-style-type: none"> <li>• Aging Main Page: 4,949</li> <li>• Senior Center programs: 3,871</li> <li>• Classes Trips: 1,475</li> <li>• Senior Times: 1,152</li> <li>• Health Wellness: 462</li> </ul>	<p>Total page views (hits): 16,423                      Top five pages:</p> <ul style="list-style-type: none"> <li>• Aging Main Page: 4,594</li> <li>• Senior Center programs: 3,721</li> <li>• Classes Trips: 1,403</li> <li>• Senior Times: 1,023</li> <li>• Health Wellness: 496</li> </ul>		
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook "Likes": 512. Up 22.20 % from previous quarter.	Total Facebook "Likes" 541. Up 5.66% from previous quarter		
8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	<ul style="list-style-type: none"> <li>• <i>Endless Possibilities</i>: 3385 subscribers</li> <li>• <i>Community News for Caregivers</i>: 622 subscribers</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Endless Possibilities</i>: 3407 subscribers</li> <li>• <i>Community News for Caregivers</i>: 643 subscribers</li> </ul>		

<p>8.1.4d. New methods established to keep up with technological advances.</p>	<p>OCDOA, OC IT, OC Community Relations</p>	<ul style="list-style-type: none"> <li>Investigating text messaging applications for a Wellness Program pilot: RecTrac, OC Alerts and RainedOut: <a href="http://www.rainedout.com">www.rainedout.com</a> (OC IT &amp; OCDOA Wellness Program)</li> <li>Scheduled a one-on-one demonstration of BeSpree, an app connecting you to workouts and wellness sessions with other motivated people in your community. <a href="http://www.beespree.com">www.beespree.com</a>. Will schedule a meeting with supervisors &amp; wellness program coordinator to present information</li> </ul>	<ul style="list-style-type: none"> <li>Hosted BeSpree's presentation of their wellness app to the OCDOA leadership team Will pursue adding our activities on their app, but only on the "free" level.</li> <li>IT recommended using RecTrac for texting program participants of cancelations after they upgrade their platform to be text capable.</li> <li>Ask customers of their preferred method of receiving info. (Soc. Part Incl)</li> </ul>		
<p>8.1.4e. People report they are hearing about events/programming through these sources when they register.</p>					
<p><b>Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.</b></p>					

<p>8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.</p>	<p>OCDOA, OC – Community Relations</p>	<ul style="list-style-type: none"> <li>• Exploring standing radio show which would be once/month. May be a good way to help reach people who do not use internet.</li> <li>• Library reports that Facebook is likely the biggest impact and is easier to track. Their bulletin board also gets a lot of traction.</li> <li>• WCHL interview completed in July promoting VC55+ Voter ID event</li> <li>• Ongoing marketing through PSA's, radio interviews and print ads.</li> <li>• OCDOA ads places on all OCPT buses (will change ads quarterly)</li> </ul>	<ul style="list-style-type: none"> <li>• PSA aired about Caregiver Day of Care event.</li> <li>• Met w/WHUP Hillsborough radio station. The 3-D News' host offered multiple interview slots to OCDOA. He wants to feature our seniors, their experiences and those of their families &amp; caregivers.</li> <li>• OCDOA staff will also be included to give info about the department and what we offer.</li> <li>• UNC Student intern is working to identify interviewees and serve as a liaison with the show's host to schedule interviews.</li> </ul>		
--------------------------------------------------------------------------------------------------------------------------	----------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--



8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	<ul style="list-style-type: none"> <li>• Aging Transitions tabled at community events</li> <li>• OCDOA program information distributed at local resource fairs (# reached): <ul style="list-style-type: none"> <li>• Caregiver Summit (118)</li> <li>• Latin American Festival (75)</li> <li>• Primetime Business Expo (20)</li> <li>• UNC Hospital – Hillsborough: Resource Fair for Older Adults (29)</li> <li>• UNC Carolina Serves (40)</li> <li>• Good Neighbor Community Cookout (33)</li> </ul> </li> </ul>	OCDOA program information distributed at local resource fairs (# reached): <ul style="list-style-type: none"> <li>• Medicare Open House (83)</li> <li>• SAS Worklife/Eldercare Fair (30)</li> <li>• Hickory Grove Harvest Festival (40)</li> <li>• Parkinson’s Moving Day (28)</li> <li>• 2019 Latino Health Fair (40)</li> <li>• Caregiver Day of Care (33)</li> <li>• Weatherization Day (2)</li> </ul> UNC Wellness Centers’ Health & Wellness Expo (40)		
8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.		<ul style="list-style-type: none"> <li>• Work has started to develop “Welcome” packets for distribution to new participants</li> <li>• SHIP kit</li> <li>• Senior Resource guide Summary, example of Transportation guide - Collaboration between AT and VC55+</li> <li>• Discussed during our Aging Board meeting in August and Steering Committee Meeting in June, especially related to potential cost-sharing.</li> </ul>	Welcome Packet content has been determined. Will write a “Welcome” letter to be included and translate into Mandarin and Spanish.		
8.1.5d. The number of Project EngAGE graduates is increased each year.		<ul style="list-style-type: none"> <li>• Class 5 will begin September 12th we have 14 people currently enrolled</li> </ul>			

<p>8.1.5e. People report they are hearing about events/programming through these sources when they register.</p>		<ul style="list-style-type: none"> <li>• Will explore adding question to more registration forms. SHIIP does this. Library does this. OCDOA does annual surveys and class surveys and ask that information but this is not capturing everyone.</li> <li>• Current trends: Senior Times, Listserv, Flyers</li> </ul>	<p>Many Caregiver Day of Care event attendees learned about the event through support groups (announcements or in person).</p>		
<p><b>Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.</b></p>					

<p>8.1.6a. Community groups, organizations, and key liaisons are identified.</p>	<p>OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center</p>	<ul style="list-style-type: none"> <li>• OCDOA Transportation Specialist joined the Chapel Hill Transit Partners Advisory Committee and EZ Rider Advisory Committee. Continue to participate in NC Senior Drive Coalition, Healthy Carolinians Access to Care Committee, Orange Unified Transportation Board and the Chapel Hill Pedestrian Safety Action Plan</li> <li>• Enhance collaborative efforts with OC Dept. of Social Services, DTCC, others, NCWorks</li> <li>• See 8.1.1b; 8.1.5b</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA tables at El Centro events, continuing to reach out to Spanish speaking community</li> <li>• OCDOA Transportation Specialist reached out to Public Engagement Specialist at GoTriangle to use the GoCrew volunteers for joint bus riding trips.</li> <li>• OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT and OCPT.</li> <li>• OCDOA Transportation Specialist continues to attend rural community meetings and events</li> <li>• Publicized to Military Veterans groups. Met with Well.Co leadership (new CH enterprise)</li> </ul>		
----------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

<p>8.1.6b. Events are publicized by multiple organizations.</p>	<p>OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center</p>	<ul style="list-style-type: none"> <li>• Continue to share educational information and events with community groups mentioned above and Cedar Grove Community Center and Efland Cheeks Community Center</li> <li>• PIAP now advertises OCDOA events on their website</li> <li>• Utilize Communications and Other OC Depts, such as Economic Development, Social Services</li> <li>• Meals on Wheels and OCRA – updating their website and could post links to OCDOA</li> <li>• See 8.1.1b</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA Transportation Specialist implementing a monthly e-mail to CHT, OCPT, and GoTriangle asking for events to promote in Endless Possibilities and Community news for Caregivers e-newsletters</li> <li>• Through UNC PiAP, student intern hired to “get the word out” about OCDOA services, events, and learning opportunities</li> <li>• Met in Dec with DTCC key leaders</li> </ul>		
<p>8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.</p>		<ul style="list-style-type: none"> <li>• Continue to advertise transit related events at Senior Centers through Senior Times, Flyers, Newsletters and listservs</li> <li>• PiAP now advertises OCDOA events on their website</li> <li>• Currently in Senior Times, E-newsletters, OC Library mailings</li> </ul>	<ul style="list-style-type: none"> <li>• Through UNC PiAP, student intern hired to “get the word out” about OCDOA services, events, and learning opportunities. Multiple channels will be used, including TV, radio, print, and internet.</li> <li>• Continued and expanded publicity at Public Libraries in Chapel Hill, Carrboro, Hillsborough</li> </ul>		

8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center	Ongoing	Ongoing		
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant	Continue to monitor		
<b>Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.</b>					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.		See above	Ongoing, completed during registration process		