

# ORANGE COUNTY MASTER AGING PLAN



2020-2021

MAP Implementation Matrix: Year 4

## 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 4: 2020/21

### 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 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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	Meetings of IGPW on hold (need a new Aging Board member as former bd. Member rotated off the Aging Bd.)	Need to follow up with outgoing member and potentially find another board member to replace outgoing member	Parks and Rec representative and WG leader to be reps (not meeting during COVID)	Parks and Rec representative (DEAPR) hosts the IGPW and represented WG.
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		<ul style="list-style-type: none"> <li>IPWG hasn't met for some time</li> <li>Non-profits are offering nature-based programs such as social distanced walks (Will research and contact Bridge to Sports as they have activities such as Bocce). Will try to connect with them to share information through dept channels.</li> </ul>	WG leader connected with Bridge to Sports, featuring program in March-May ST issue	
<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>					

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	There are appropriate ways for people to report concerns	Completed	Completed	Completed
<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>					
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	Ongoing – trying to identify members	Follow up on emails related to this	<ul style="list-style-type: none"> <li>• Community member representative and WG leader previously did some planning work.</li> <li>• Can this overlap with 1.1.1a? How can we make sure that we have opportunities for older community members to participate?</li> <li>• Ongoing advisory boards can be a lot of input without a lot of ROI. Focused workgroups/task groups may be more fruitful, people can join for shorter times and focus on targeted projects or particular</li> </ul>	For further discussion in future MAP

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				topics. Can we have people weigh in when decision points are happening? • Suggestion to ask the public for needs – be careful with personal suggestions. Instead ask experts for solutions- this way staff don't have to say "no". Then ask the public if they like those solutions.	
<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 Groups/ Interns organized by OCDOA	On hold due to COVID-19	<ul style="list-style-type: none"> <li>• Using parking lot spaces creatively</li> <li>• Planning walks for the spring</li> <li>• Solstice drive event in Hillsborough – Arts Council</li> <li>• Seymour center new construction has additional sidewalks with handrails that may assist with increased outside use for visitors</li> <li>• Hillsborough is starting an accessibility plan for facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Construction continuing</li> <li>• Planning walks out of each center over the summer</li> <li>• DOA parking lot and patio social and physical activity events</li> <li>• Carrboro Rec is continuing hikes and offering special outdoor park programs</li> <li>• CH working on approval for outdoor water polo by age-groups for this summer</li> <li>• CH pools are online</li> </ul>	<ul style="list-style-type: none"> <li>• List of Parks Accessible Trails listed in Jun – Aug 2021 Sr. Times</li> <li>• Earth day Herb Gardening event on Apr 22</li> <li>• Passmore Cookout May 13</li> <li>• Memorial Day Ice Cream Celebration at Passmore parking lot on May 28</li> <li>• Ring of Rhythm event at Seymour Center Patio on May 25</li> <li>• Meewoolf llama farm</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				registration for lap time <ul style="list-style-type: none"> <li>• Carr and CH holding physical and social events in Carrboro Plaza</li> <li>• Car bingo at community center on Estes</li> <li>• Virtual Ask the Gardeners event Mar 23</li> </ul>	tour on June 1 <ul style="list-style-type: none"> <li>• 2021 Senior Games, Sports events are Apr 19 – June 1 and</li> <li>• CRPD Senior Bingo – Outside at Carrboro Town Commons</li> <li>• CRPD Game Days Outside at Covenant Place and Carrboro Town Commons</li> <li>• CRPD Continued offering organized Hikes</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	<a href="https://gis.orangecountync.gov:8443/TrailsAndParks">https://gis.orangecountync.gov:8443/TrailsAndParks</a> On hold due to COVID-19	Will explore holding a virtual class in the Spring Zoom class. Individual at tax office built the map and may be the best person to train people, can contact through Parks and Rec representative	WG leader reached out individual at tax office about training through OCDOA	WG leader and Parks and Rec representative working on a plan for training. Considering a training video developed by DEAPR staff.
1.2.1h. Signs/trail markers are added at intersections of longer trails.	DEAPR, OCDOA, OCAMS		<ul style="list-style-type: none"> <li>• Markers are there. Someone would need to identify and report issues.</li> <li>• Seven Mile Creek is a well-marked and beautiful trail to promote but has a lot of roots.</li> <li>• Discussed making a list of trails that are</li> </ul>	WG leader reached out to Parks and Rec representative about 4H but there are a lot of outdoor planning project. This may be something for the future.	

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			more senior or ADA friendly ADA such as those with paved or gravel paths or near a bus route <ul style="list-style-type: none"> <li>• The interactive trail MAP does specify some issues – could we add a new type of marker to indicate these features?</li> <li>• Discussed making short videos to highlight certain trails, with the possibility of involving 4H. Parks and Rec representative to reach out to see if they are interested and to share the videos of the farms.</li> </ul>		
<b>Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.</b>					
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)	On Hold due to COVID-19 Pandemic	<ul style="list-style-type: none"> <li>• Completed 3-4 years ago for county buildings and parks and sidewalks</li> <li>• Hillsborough used staff time each year to complete</li> <li>• Potential to create internships for 4H students</li> </ul>	Completed	Completed
<b>Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.</b>					

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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	On Hold due to COVID-19 Pandemic	<ul style="list-style-type: none"> <li>• Construction at Seymour Center will improve usability of outside space</li> <li>• New park in Mebane has activity stations</li> <li>• Hillsborough has considered stations in the past and decided it isn't a good use of funds as the equipment can be expensive, broken easily, and high maintenance.</li> <li>• Considering adding a few at Little River park</li> <li>• Kings Highway Park is adding a floating dock for kayak input and sitting</li> </ul>	WG leader went to Mebane park and took pictures of activity stations, article was published about this and their partnership with UNC	Future Plans
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	Working with Town of Hillsborough to put up movement posters at bus stops. Signage to be ordered.	<ul style="list-style-type: none"> <li>• Bus stop has a rain garden with accessibility ramp right behind it</li> <li>• OCODA working on ordering posters</li> </ul>	Posters have been ordered for bus stops in Hillsborough – 3 new bus stops will be installed in Hillsborough	Posters delivered to Town of Hillsborough by WG leader

### Transportation Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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 transit partners	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)”. Award increase from \$137K to \$167K	MPO Board and Durham City Council grant ordinance have both approved the 5310 POP. FTA closed grant application from September to November, 5310 grant was just submitted this December. Should receive fund approval in January 2021	Received word that FY21 5310 grant funds have been released. Requested receipt of award letter	
2.1.1b. Increased number of volunteer drivers.	OCDOA	<ul style="list-style-type: none"> <li>• Current drivers are not driving due to COVID</li> <li>• Drivers remain engaged in VDP thru monthly check ins</li> <li>• Invited drivers to participate in Orange County Transit Plan 2020 Survey and Summit.</li> </ul>	<ul style="list-style-type: none"> <li>• Two VDP drivers have restarted providing rides</li> <li>• Three VDP drivers have agreed to be part of Code the Dream rideshare app pilot -12/18/20 held Introductory Zoom call</li> </ul>	<ul style="list-style-type: none"> <li>• VDP drivers participating in Code the Dream (CTD) rideshare app pilot starting using the app 1/26/21</li> <li>• Update meeting to summarize feedback held 2/3/21, and recommendations shared with CTD</li> </ul>	VDP program in process restarting after pausing due to COVID
2.1.1c. Increased ridership.	OCDOA	Transportation Specialist drove 68	• Transportation Specialist drove 70	Transportation Specialist and 2	• Program temporarily paused while filling position

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		one-way trips. Providing emergency transport with strict adherence of PPE protocol	one-way trips. Providing emergency transport with strict adherence of PPE protocol <ul style="list-style-type: none"> <li>• 5 new VDP riders added to the program</li> </ul>	active VDP drivers provided 84 one-way trips. Providing emergency transport with strict adherence of PPE protocol <ul style="list-style-type: none"> <li>• 4 new VDP riders added to the program</li> </ul>	<ul style="list-style-type: none"> <li>• New Transportation Specialist hired June 2021</li> </ul>
2.1.1d. Scheduling software is evaluated and purchased.	OCDOA	Working with Code the Dream on Rideshare app. Hired UNC PiAP intern 6hr/week to assist	<ul style="list-style-type: none"> <li>• PiAP intern participates in weekly project calls with Code the Dream.</li> <li>• Intern held first rideshare app pilot call 12/18/20 - next call scheduled 1/5/21</li> </ul>	<ul style="list-style-type: none"> <li>• PiAP intern continues to participate in weekly project calls with Code the Dream</li> <li>• See above 2.1.2b for rideshare app pilot progress</li> </ul>	
2.1.1e. Expanded range of services is made available, including weekly errand trips and same day service.	OCDOA	Working with VC 55+ to expand program to include Grocery and Pharmacy deliveries	VC 55+ did not have active Grocery and Pharmacy deliveries participants, so just added these services to VDP program	VDP has incorporated grocery delivery into our regularly provided services	
<b>Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.</b>					
2.1.2a. A needs assessment is conducted to define the needs and gaps in service hours and destinations.	CHT, OCPT	Extensive assessment conducted by Orange County Transit Plan 2020 – will be shared in October at Summit	Attended Fall Transit Summit, 10/1/20. Updates found on OCTransit2020 website	Multiple MAP transportation workgroup members plan to attend the next scheduled Orange County Transit Plan update - TBD	Area transit agencies including GoDurham, GoTriangle, GoRaleigh, and GoCary (except OCPT) made fixed routes fare-free through June 2022 <a href="https://gotriangle.org/news/transit-agencies-suspend-bus-fares-through-june-30-2022">https://gotriangle.org/news/transit-agencies-suspend-bus-fares-through-june-30-2022</a>
2.1.2b. Service hours	CHT, OCPT	<ul style="list-style-type: none"> <li>• Both EZ Rider and</li> </ul>	<ul style="list-style-type: none"> <li>• Both EZ Rider and</li> </ul>	<ul style="list-style-type: none"> <li>• Both EZ Rider and</li> </ul>	

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and destinations are increased by OPT and EZ Rider.		OCPT reduced services April and May due to COVID. Both are limiting passenger count and adhering to PPE protocols <ul style="list-style-type: none"> <li>• Stage 3 coming in October</li> </ul>	OCPT are limiting passenger count and adhering to PPE protocols <ul style="list-style-type: none"> <li>• Due to increase in COVID remain on stage 2.5 and ridership is still down</li> </ul>	OCPT are limiting passenger count and adhering to PPE protocols <ul style="list-style-type: none"> <li>• Both have provided free transit to COVID vaccination appointment with waived certification</li> </ul>	
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.	CHT, OCPT	Both EZ Rider and OCPT reduced services April and May due to COVID. Both are limiting passenger count and adhering to PPE protocols	<ul style="list-style-type: none"> <li>• Both EZ Rider and OCPT continue to limit passenger count and adhering to PPE protocols</li> <li>• EZ Rider is exploring Trapeze software system to enhance door to door customer service</li> </ul>	EZ Rider is moving forward with Trapeze software updates to enhance door to door customer service	
2.1.2d. Same day service to urgent care appointments is established.	CHT, OCPT	OCDOA pilot of Mobility on Demand (MOD) Uber/Lyft model program in Hillsborough continues to be developed, but implementation is on hold due to COVID	<ul style="list-style-type: none"> <li>• EZ Rider committee is discussing same day service option for medical needs</li> <li>• OCPT postponed MOD pilot until spring 2021</li> </ul>	OCPT launched MOD 6 month pilot project starting Friday, March 5. The service will cost \$5. It will serve the Hillsborough area as well as the Eubanks Park and Ride in Chapel Hill	
<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>					

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2.2.1b. Grant opportunities are identified and pursued.	OCDOA	Waiting on results of UNC research team for “First Mile to Using Data Analytics to identify and Address Transport Barriers to Care” to see if the MAP Transportation workgroup will participate in the design and testing of their data platform	<ul style="list-style-type: none"> <li>MAP Transportation workgroup assisted UNC research team with referrals to interview 16 care coordinators for study</li> <li>Study results presented to the workgroup by UNC research team representative 12/16/20</li> </ul>	<ul style="list-style-type: none"> <li>Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) announced receipt of \$47,436 as part of 5310 American Rescue Plan Act apportionment 3/29/21, they were allocated \$47,435 in CRRSAA 5310</li> <li>These will be combined in one competitive grant solicitation</li> </ul>	
2.2.1c. Older adult riders are able to travel from Orange County into neighboring counties for medical appointments and between Chapel Hill/Carrboro and Hillsborough.	OCDOA, OCPT, CHT	<ul style="list-style-type: none"> <li>Durham Area Transit Authority and Durham County Access both submitted and received 5310 grant funds for 2020/21. Will try and reinstate</li> <li>Will initiate conversations to identify transfer points between their services and OCPT &amp; CHT</li> </ul>	<ul style="list-style-type: none"> <li>Collaborations with Durham Access remain paused due to acquisition and new bidding and rehiring process.</li> <li>Workgroup members will reach out to Durham community to connect with appropriate contacts at National Express Transit selected to operate GoDurham</li> </ul>	CHT is making great progress working with new Durham Director of Transportation. Plans are in the works to continue the CHT D-route into Patterson Place in Durham – officially connecting the two transit systems. Due to the ADA rules this will also expand EZ Rider service area.	
2.2.1d. Transit dependent patients are identified by healthcare	OCDOA, CHT, GoTriangle,	Will discuss a shared method of identification at next	<ul style="list-style-type: none"> <li>Participated in PriHD Interdisciplinary</li> </ul>	<ul style="list-style-type: none"> <li>Participated in another PriHD Interdisciplinary</li> </ul>	UNC Health increasing transportation needs screenings in both inpatient and outpatient

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providers and assisted with securing transportation to appointments.	OCPT, Duke Health, UNC Healthcare	MAP Transportation meeting	Seminar in Health Equity 10/27/20 <ul style="list-style-type: none"> <li>Workgroup will continue to work with UNC Health in developing identification strategies</li> </ul>	Seminar in Health Equity 1/20/21 <ul style="list-style-type: none"> <li>Workgroup will continue to work with UNC Health in developing identification strategies</li> </ul>	settings; transpo needs are now documented in a discrete, trackable field within the Epic record
<b>Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.</b>					
2.2.2a. Older adult riders are able to travel from Orange County into neighboring counties and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT OCDOA	(see 2.2.1c)	EZ Rider Committee will be creating a survey for rider needs and want to include cross county partners in survey for better collaboration	EZ Rider Committee has reviewed multiple survey drafts with CHT and is working on delivery, logistics, and timing	
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.	CHT, OCPT OCDOA	(see 2.2.1c)	(see 2.2.2a)	This should improve when with CHT D-route expansion	
<b>Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.</b>					
2.2.3a. Education about notification processes and options for assistance in times of emergency is provided to transit dependent older adults.	OCDOA	Looking into information provided on the EMS Emergency Preparedness Checklist	Distribution of an Emergency Preparedness Checklist “Emergency Supply Kit” for older adults co-created by OCDOA and EMS	Will distribute Emergency Preparedness Checklist “Emergency Supply Kit” to older adults on an annual basis	
2.2.3b. Volunteer Driver program recipients are assisted in making plans for	OCDOA	VDP riders are asked about their emergency plans when they enroll in the program.	VDP riders continue to be asked about their emergency plans upon enrollment	VDP riders continue to be asked about their emergency plans upon enrollment	

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emergency preparedness.					
<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	<ul style="list-style-type: none"> <li>Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center</li> <li>Transportation information and resources are available every 3<sup>rd</sup> T-TH via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center</li> </ul>	<ul style="list-style-type: none"> <li>Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center</li> <li>Transportation information and resources are available every 3<sup>rd</sup> T-TH via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center</li> </ul>	<ul style="list-style-type: none"> <li>Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center</li> <li>Transportation information and resources are available every 3<sup>rd</sup> T-TH via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center</li> </ul>	
2.3.1b. Easy to read user guides are published and regularly updated.	OCDOA, CHT, OCPT, GoTriangle	Ongoing distribution of newly revised and easy to read transportation pamphlet	Ongoing distribution of newly revised and easy to read transportation pamphlet	Ongoing distribution of newly revised and easy to read transportation pamphlet	
2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.	OCDOA, with support from OPT, CHT, community centers and public libraries	<ul style="list-style-type: none"> <li>Transportation tabling and presentations have been placed on hold due to COVID</li> <li>Presenter for “Driving; Planning for Retirement”</li> </ul>	<ul style="list-style-type: none"> <li>Transportation tabling and presentations have been placed on hold due to COVID</li> <li>Caregiver Summit presented to 1000+ registrants 10/22/20</li> </ul>	<ul style="list-style-type: none"> <li>Transportation tabling and presentations have been placed on hold due to COVID</li> <li>Presentation to UNC Graduate Class – Community Mobility</li> </ul>	

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		through the Caregiver Summit being offered in October. Free to all. Over 1000 registered	<ul style="list-style-type: none"> <li>Shared “UNC Trauma Talk podcast” for Older Driver Safety Awareness Week, thru Endless Possibilities 12/11/20</li> </ul>	2/2/21 – 29 participants	
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>Bus Riding 101 class has been placed on hold due to COVID</li> <li>Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline</li> </ul>	<ul style="list-style-type: none"> <li>Bus Riding 101 class has been placed on hold due to COVID</li> <li>Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline</li> </ul>	<ul style="list-style-type: none"> <li>Bus Riding 101 class has been placed on hold due to COVID</li> <li>Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline</li> </ul>	
2.3.1e. Transportation Help Line and Go Triangle Call Center phone numbers are widely distributed.	OCDOA, GoTriangle		Continue to be shared via Senior Times and OCDOA website, Facebook and e-newsletters	Continue to be shared via Senior Times and OCDOA website, Facebook and e-newsletters	New transportation specialist hired June 2021
<b>Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.</b>					
2.3.2a. Universal symbols are used on all public buses, signs, and literature in Orange County to overcome language barriers and low literacy.	OPT, CHT, OCDOA	Will discuss how universal symbols are used on all public buses, signs, and literature in Orange County at next MAP Transportation meeting	Group discussed appropriate bilingual and low vision identification and signage needs	Appropriate bilingual and low vision identification and signage needs will be included in upcoming Survey being implanted by EZRAC	
2.3.2b. Riders of door-to-door services are	OPT, CHT	Will discuss real time methods of sharing	EZ Rider is exploring Trapeze software	EZ Rider is moving forward with	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
given real time information about bus arrival time and new technology for call back response system is employed.		ridership information at next MAP Transportation meeting	system that can provide para-transit bus arrival time and improve route tracking similar to fixed routes	implantation of Trapeze software upgrades.	
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	Still exploring ways to resume travel training during COVID	Still exploring ways to resume travel training during COVID	Still exploring ways to resume travel training during COVID	
<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	<ul style="list-style-type: none"> <li>• Most social events happening virtually due to COVID</li> <li>• Transportation Specialist contact information is listed under relevant events in Senior Times.</li> </ul>			
5.2.1b. A ride sharing board is created to organize carpooling to special events, especially in the evenings.	OCDOA	<ul style="list-style-type: none"> <li>• Most social events happening virtually due to COVID</li> <li>• Will revisit working with Social and Communications Workgroups</li> </ul>			

### Housing Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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.	OCDOA, with support from Orange County and town Planning Departments, and Orange County and Town of Chapel Hill Housing Departments	<ul style="list-style-type: none"> <li>Housing Workgroup members continued participation in Affordable Housing Coalition.</li> <li>New intern to support Coalition activities was hired for Oct. 5 start. Coalition members supported funding for intern. Administration of internship via UNC Partnerships in Aging Program.</li> </ul>	Continued participation in Affordable Housing Coalition to advance livable design within all units that are up for Town and County development approval.	<ul style="list-style-type: none"> <li>Orange County's Affordable Housing Coalition continues to advocate for affordable housing that could include seniors.</li> <li>This quarter, we advocated to Town Council for approval of two development plans: one on MLK that would preserve a mobile home development and a second on Estes and MLK that would support rental and to-own housing.</li> </ul>	Workgroup members met with the new Director of Orange County Housing and Community Development to discuss the priority rankings for seniors seeking affordable housing.
3.1.1b. A list of state and local polices to target is created and changes are recommended.		COMPLETED	COMPLETED	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	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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)	<ul style="list-style-type: none"> <li>• Carrboro’s affordable housing special revenue fund, expecting to support Cobb Street Habitat property</li> <li>• Casa project on Merritt Mill road, Carr/CH border- received state funding through low income tax program, moving forward, planning on breaking ground in the spring</li> <li>• PeeWee Home on Mitchell Lane in permitting phase. Expected to break ground in November.</li> </ul>	<ul style="list-style-type: none"> <li>• At the beckoning of Town of Carrboro, PeeWee Homes has identified property for possible building of Home #7. All current PeeWee Homes are occupied by seniors.</li> <li>• Senior Housing interests represented via service to PeeWee Homes Board of Directors by MAP Housing Workgroup leader.</li> </ul>	<ul style="list-style-type: none"> <li>• PeeWee Homes was awarded \$100K through OC HOME funds to build another small home for those with less than 30% AMI.</li> <li>• Carrboro Town Council voted to offer public land for build-out of 2-3 new PeeWee Homes. These homes could be occupied by seniors who have incomes less than 30% AMI</li> </ul>	PeeWee Homes is working to overcome obstacles to build out of the Mitchell Street Duplex dedicated for 2 seniors. Material prices have increased, and 10 feet of solid waste were discovered when digging the foundation for the home.
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.		None	None	See above reference to award of HOME funds.	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	Eldercare Power Team begun in Northside neighborhood. Bi-weekly review of individual elders for support and services, including housing.	Elder Power Team continues to meet every other week. Database of people, services, supports and engagement opportunities to be built by PiAP staff and intern.	<ul style="list-style-type: none"> <li>Northside’s Elder Power Team is transitioning to a new model that integrates effectively into the overall mission of the Jackson Center.</li> <li>PeeWee Homes accepted the recommendations of a UNC OT student team’s semester project that outlined possible supports, structures, and services for PeeWee Homes residents.</li> </ul>	PeeWee Homes Board of Directors reviewed UNC OT students’ proposal for implementation/ enhancement of community supports for older tenants.
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	COMPLETED	COMPLETED

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.2.1e. Tax incentives are created that encourage accessible housing design and repair.		Currently approaching through a racial equity lens. OCHPC has sent specific policy questions, much related to tax policy, regarding home repair and preservation to the towns and the county for incorporation into their respective GARE processes.		Jackson Center analyzed data and advocated for more equitable tax assessments. It was not directly related to housing design and repair, but rather property value. Although no oriented towards older adults, many older adults were likely involved. Their letter was distributed widely and is in the hands of OC town manager and tax assessor for review and action.	
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)	No new consultations	Review of Cobb Street plan for livable design resulted in substantial modifications of architectural drawing.	No new consultations.	Town of Chapel Hill agreed to bring OCDOA into development approval and design for proposed senior housing across from Southern Village

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	GOAL exceeded (37% on the books but developments have been delayed due to COVID)		<ul style="list-style-type: none"> <li>The Homestead property slated to build 198 senior housing units has not moved forward and the property is now for sale.</li> <li>The Lloyd Farms development has paused for cost reviews due to increasing build costs. Developers are considering whether to offer affordable units on site or opt for payment-in-lieu.</li> </ul>	Meetings held with Carrboro Planners to refine Senior Housing Guide and explore ways to support continuation of Carolina Spring, a senior-designated tax credit property that will complete it's term in 2026.
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	<ul style="list-style-type: none"> <li>2200 Homestead Road, 120 units by Community Home Trust, Casa, Self-Help. Mixed use housing. Public meetings starting this fall for the next 6 months</li> <li>Weavers Grove, Habitat Development of 100units. Planning on breaking ground in the spring</li> </ul>		OCDOA and PiAP have offered to consult with Homestead mixed use development and Weavers Grove development regarding incorporating livable design features.	Town of Chapel Hill agreed to track the number of older adults who apply for affordable housing units in new developments such as Jay Street and 2200 Homestead Road.
<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	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	COMPLETED	COMPLETED	COMPLETED
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	Reached out to OC Planning and was given the names of two specialists that older adults could call with questions.	This is no longer a practical or effective pathway to pursue. Close.	Closed	Closed
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		Ongoing assessment of this goal through OCHPC program evaluation.	<ul style="list-style-type: none"> <li>• OCHPC reports that homeowners on average are served by the first organization within the coalition within 6 months of applying to the coalition.</li> <li>• Specific Urgent Home Repair program data would need to come from OC Housing and Community Development.</li> </ul>	No New information to report	No New information to report

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	Ongoing assessment of this goal through OCHPC program evaluation.	<ul style="list-style-type: none"> <li>OCHPC reports that homeowners on average are served by the first organization within the coalition within 6 months of applying to the coalition.</li> <li><b>77% of homeowners surveyed said they received their home repairs in a timely manner.</b></li> </ul>	<ul style="list-style-type: none"> <li>No new metrics to share.</li> <li>Two community volunteers are making quarterly maintenance and repair visits to PeeWee Homes.</li> </ul>	No new metrics to share.
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Closed as no longer appropriate.	Closed	Closed	Closed
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.	Closed	Closed	Closed
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	None	None	None	None
<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	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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 events planned at this time.		No housing related events planned at this time.	
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.	OCDOA/ UNC Partnerships in Aging Program (PiAP)	UNC PiAP intern continued position with OCDOA to advance aging readiness through social media.	Shared Housing bulletin board under development.		Housing related requests to Aging Helpline have increased to 3-4/week. This increase is an indication of need for the Shared Housing bulletin board.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<p>3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.</p>		<p>OCHPC has launched Phase 1 of Education modules in partnership with the MCJC, Habitat, and Hope Renovations. Phase 2 (4 in-depth workshops) is in planning phase for Spring 2021.</p>	<p>OCHPC has successfully completed 2 short workshops in partnership with MCJC, Habitat, Hope, and OCDOA with plans for multiple more this Spring. Phase 2, more substantial workshops, is planned and will begin Feb 6<sup>th</sup>.</p>	<p>OCHPC has successfully completed 2 more substantial workshops and have plans to partner with PeeWee homes, Habitat, and other local communities to increase participants as COVID restrictions are lifted.</p>	<ul style="list-style-type: none"> <li>• OCHPC has successfully completed 2 more substantial workshops and have plans to partner with PeeWee homes, Habitat, and other local communities to increase participants as COVID restrictions are lifted.</li> <li>• Subcommittee has agreed to offer similar workshops in the fall and have begun preparation for these.</li> <li>• Continuing to identify important pieces of information to include in these workshops through discussions in the OCHPC monthly meetings.</li> </ul>
<p><b>Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.</b></p>					
<p>3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.</p>	<p>OC Planning Department</p>	<p>Not feasible. Planning department provided specialists to call instead.</p>	<p>Closed</p>	<p>Closed</p>	<p>Closed</p>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		No feasible. Planning department provided specialists to call instead.	Closed	Closed	Closed
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		Not feasible. Planning department provided specialists to call instead.	Closed	Closed	Closed
<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	<ul style="list-style-type: none"> <li>OC Department of Housing and Community Development has 3 new hires to support emergency housing assistance and support allocation of CARES funds.</li> <li>Members of this Department have joined the MAP workgroup.</li> </ul>	<ul style="list-style-type: none"> <li>OC Housing and Community Development staff continue to assist community members to avoid evictions, provide emergency housing assistance and access housing opportunities.</li> <li>Landlords are being financially incentive to accept housing vouchers.</li> </ul>		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.		<ul style="list-style-type: none"> <li>OCDOA collecting data about frequency of housing related calls to Aging Helpline.</li> <li>Exploring support for virtual shared housing bulletin board.</li> </ul>	<ul style="list-style-type: none"> <li>2-3 calls/week to Helpline re: housing needs.</li> <li>Development of Senior Housing Report is underway. Scheduled for February distribution.</li> </ul>	Senior Housing Guide was published and disseminated throughout Orange County.	
<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.	OCDOA, OC Housing Department, OC Planning Department, OC Health Department, Seniors and Law Enforcement Together (SALT), Habitat for Humanity, OC Fire Marshal	COMPLETED (OCHPC ongoing work)	COMPLETED	COMPLETED	COMPLETED
3.6.2b. Collaboration coordinator is selected.		Current temporary position term ends in May 2021. Renewed attention to sustainability of this goal.	Current temporary position term ends in June 2021. No concrete plans for sustainability of this role, still pursuing.	Current temporary position term ends in June 2021. No concrete plans for sustainability of this role, still pursuing.	Funding for the Coordinator position has been garnered from OCHCD, OCDOA, and a consortium of providers led by Rebuilding Together.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.6.2c. Representative from each organization is designated to network.		COMPLETED (OCHPC ongoing work)	COMPLETED	COMPLETED	COMPLETED
3.6.2d. Referrals are increased across organizations.		Ongoing assessment through OCHPC Program evaluation which is supported through a UNC PiAP intern working with Handy Helpers	<ul style="list-style-type: none"> <li>• 100% of Homeowners referred to the OCHPC received collaborative case management.</li> <li>• CPCA met weatherization goals for Orange County for the first time in several years because of referrals from OCHPC.</li> <li>• Habitat was able to plan a full quarter out (much longer than usual) because they are receiving more referrals through OCHPC.</li> </ul>	No further information collected at this time.	No further information collected at this time.
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		(see 3.6.2d.)	62% of homeowners received home repairs from more than 1 organization in OCHPC.	No further information collected at this time.	No further information collected at this time.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.6.2f. More comprehensive repairs are provided to residents.		(see 3.6.2d.)	OCHPC evaluation report shows wide breath of types of repairs being completed in homes, with each home having an average of 13 projects identified by assessors.	No further information collected at this time.	No further information collected at this time.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<p>3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.</p>		<p>(see 3.6.2d.)</p>	<ul style="list-style-type: none"> <li>• OCHPC is predominantly serving an older adult population (80%), most frequently between 70-80yrs.</li> <li>• 92% of survey respondents said they would not have been able to afford home repairs without assistance from OCHPC.</li> <li>• 33.3% of survey respondents with completed repairs said they were less worried about their utility bills.</li> <li>• 82% of Orange County respondents reported improvements in safety,</li> <li>• 96% reported improvements in comfort, and around</li> <li>• 36% reported less fear of falling</li> <li>• 36% reported improvements in completing their everyday routines.</li> <li>• Across both Orange</li> </ul>	<p>No further information collected at this time.</p>	<p>No further information collected at this time.</p>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			and Chatham county, 18% reported improvements in social isolation. <ul style="list-style-type: none"> <li>• 80% were less stressed.</li> </ul> Full evaluation report will be available Jan 15 <sup>th</sup> .		
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		CARES funding has provided additional funds for ramps through Handy Helpers.			
3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.		This is no longer applicable or needed given the development of the OCHPC's processes. Close.	Closed	Closed	Closed

## Social Participation and Inclusion Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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. Some written and some person-to-person assistance provided with virtual programming.	Ongoing for individual appointments and virtual programs as needed	<ul style="list-style-type: none"> <li>• New great hall at Seymour center will have camera to allow for recording and broadcasting events live. Cares funds will be used for a similar set up at Passmore. Mobile video unit will be available for other events. Approval for smaller mobile unit. Waiting for approval on the larger set up.</li> <li>• Consider services or equipment to help hearing impaired</li> <li>• Starting fit-feet back up in April</li> </ul>	<ul style="list-style-type: none"> <li>• Funding approved for all AV virtual viewing equipment and all equipment has been ordered.</li> <li>• Mobile equipment: Passmore arrived and ready for use; awaiting Seymour’s device.</li> <li>• Great Hall stationery equipment: Seymour’s Great Hall AV equipment has been installed, staff trained and ready for use (one fitness instructor used to date); awaiting Passmore’s device</li> </ul>
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Ongoing but very limited during this quarter due to COVID-19 current staffing limitations during this time.	Ongoing but limited COVID-19 info provided in multiple languages	<ul style="list-style-type: none"> <li>• Updated PDF fillable and online Registration Forms.</li> <li>• Translated forms into Mandarin and Spanish and online versions coming soon.</li> </ul>	<ul style="list-style-type: none"> <li>• Multicultural Tea Party event in Apr provided with Chinese translation</li> <li>• Gardening discussion group held in June for Mandarin speakers</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				<ul style="list-style-type: none"> <li>• Programs during COVID for Spanish (Zumba) and Mandarin speaking (Lunar New Year, tea party coming up). Working to develop relationship with El Centro</li> </ul>	<ul style="list-style-type: none"> <li>• Asian Cuisine cooking class held with translation to Mandarin</li> <li>• Mandarin Drama “Watch for Happiness” offered virtually x 4 Fri. in May</li> </ul>
<p>4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.</p>	<p>OCDOA</p>	<p>Ongoing – on hold due to COVID-19</p>	<p>Ongoing but limited</p>	<p>Working to develop relationship with Club Nova</p>	
<p>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).</p>	<p>OCDOA</p>	<p>Ongoing – limited due to COVID-19</p>	<ul style="list-style-type: none"> <li>• Ongoing but limited</li> <li>• Continuing to explore ways to increase access for all during COVID – see 4.1.5 for more information about Senior Center Without Walls</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Added Veteran question to registration forms</li> <li>• Winter Asian Outreach – Activity Bag Pickup in Feb</li> <li>• Black history programming such as TED Talk about Rosa Parks</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding and Moving Beyond Implicit Bias virtual event is held in Apr</li> <li>• Transgender health program in May</li> <li>• Cinco de mayo candy tasting in May</li> <li>• Juneteenth discussion with Michelle Porchia and Juneteenth: A Virtual Storytelling</li> <li>• Community Read:</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
					Let's Talk About Race Relations event in June
<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 Construction has continued throughout the first quarter and is nearing completion.	Will finish construction in early Jan	Construction is almost finished	Construction is almost finished. Programs are added into the new space beginning July 2021.
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>• Virtual and new “parking lot” programs created and available due to COVID-19, Virtual Offerings posted on website and social media, and shared with County Community Relations Director for promotion:               <ul style="list-style-type: none"> <li>5 – Art</li> <li>14 – Crafts</li> <li>8 – Dance, Music, Theater</li> <li>18 – Educational</li> <li>4 – Language</li> <li>4 – Pottery classes</li> <li>34 – Computer classes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Senior centers opened for individual appointments.</li> <li>• Continued to focus on virtual and distanced programs. For example, parking lot programs, and using curbside lunch to celebrate birthdays and pass out puzzles, games, and books.</li> <li>• Increased programming since last quarter in many categories:               <ul style="list-style-type: none"> <li>3 – Art</li> <li>23 – Crafts</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Will be increasing appt options for individuals to come in and use exercise equipment and games such as billiards or table tennis, front desk needs to write up and fill out an appt sheet for athletics</li> <li>• More parking lot and outdoor events planned for upcoming quarter</li> <li>• Book Club with OC Library and UNC Philosophy Dept</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to hold parking lot events at both center locations</li> <li>• Some programs remain virtual, and others are hybrid</li> <li>• Programs by category:               <ul style="list-style-type: none"> <li>6 – Art</li> <li>16 – Crafts</li> <li>10 – Dance, Music, Theater</li> <li>50 – Educational</li> <li>4 – Language</li> <li>1 – Pottery classes</li> <li>23 – Computer classes</li> </ul> </li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>35 – Special Events                      16 – Wellness Special Events                      10 – Exercise Classes</p> <ul style="list-style-type: none"> <li>Note: The congregate meal program has never ceased due to COVID-19; it changed to curbside - 3 days per week w/ 2 meals per day!</li> </ul>	<p>29 – Dance, Music, Theater                      33 – Educational                      5 – Language                      2 – Pottery classes                      24 – Computer classes                      40 – Special Events                      13 – Wellness Special Events                      37 – Exercise Classes                      4 – Trips/Tours</p> <ul style="list-style-type: none"> <li>Additional categories with virtual activities:                          3 – Wellness Opportunities                          26 – Support Groups                          17 – Interest Groups                          2 - Organizations/ Clubs</li> </ul>	<p>events</p> <ul style="list-style-type: none"> <li>Partnership with Aetna Insurance who is sponsoring bingo prizes</li> <li>Prime Time players virtual 2xmonth events are included, considering coming back in person the fall</li> <li>Increased programming since last quarter in many categories:                          3 – Art                          23 – Crafts                          29 – Dance, Music, Theater                          33 – Educational                          5 – Language                          2 – Pottery classes                          24 – Computer classes                          40 – Special Events                          13 – Wellness Special Events                          37 – Exercise Classes                          4 – Trips/Tours</li> <li>Additional categories with virtual activities:                          3 – Wellness Opportunities                          – Support Groups</li> </ul>	<p>54– Special Events                      18 – Wellness Special Events                      17 – Exercise Classes                      11– Trips/Tours</p> <ul style="list-style-type: none"> <li>Additional categories with virtual activities:                          1 – Wellness Opportunities                          11 – Support Groups                          6 – Interest Groups                          1 – Organizations/ Clubs</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				7 – Interest Groups 2 - Organizations/ Clubs	
4.1.2c. More people participate at the senior centers.	OCDOA	Participation is down compared to 1 year ago and time before COVID-19 related to Stay-at-Home orders and guidance	<ul style="list-style-type: none"> <li>• General participation decreased due to COVID-19.</li> <li>• Lunch program participation has doubled.</li> </ul>	<ul style="list-style-type: none"> <li>• General participation decreased due to COVID-19.</li> <li>• Lunch program participation has at least doubled.</li> <li>• More participation in virtual and parking lot events.</li> </ul>	
<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	Story Time Adventure with Law Enforcement is planned to be offered on 11/7	<ul style="list-style-type: none"> <li>• Story Time Adventure event in partnership with Law Enforcement on 11/7 was successful. Planning similar even for Passmore Center</li> <li>• Efland Cheeks held 2 Virtual Movies and Convos events ~ 10 attendees</li> </ul>	<ul style="list-style-type: none"> <li>• College students will be helping with virtual events</li> <li>• Summer youth HS students will be coming in for parking lot activities and cleaning</li> </ul>	<ul style="list-style-type: none"> <li>• Story Time Adventure with law enforcement event in May in Passmore</li> <li>• Marimba for Beginners – Intergenerational events Tue in June</li> </ul>
4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g.,		Ongoing but on hold due to COVID-19	Barnes and Noble and Rotary Club donated books for IG Story Time event above	<ul style="list-style-type: none"> <li>• CH Town partnership is ongoing with summer young HS students</li> <li>• Chapel Hill Parks and</li> </ul>	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).				Rec representative to serve on the Friends Board, common partner for IG programming <ul style="list-style-type: none"> <li>• Valentine’s event came through East CH High School Greeting Card Club partnership</li> <li>• Black History Month Event</li> </ul>	
4.1.3c. More young people are involved in senior center programming.		Ongoing but on hold due to COVID-19	<ul style="list-style-type: none"> <li>• Youth volunteers helped with lunch program</li> <li>• High school intern working with OCODA Volunteer 55+ and helped with IG Story Time event</li> <li>• Efland Cheeks has youth volunteers which help with food commodity box program</li> </ul>	See above	
<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	Ongoing	<ul style="list-style-type: none"> <li>• Ongoing, availability is posted in ST</li> <li>• Adding information to Endless Possibilities and Events newsletters to increase awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Webpage created for scholarship applications and in “quick links” to increase awareness</li> <li>• Will add information about scholarships as</li> </ul>	Fee and financial assistance information added to e-newsletter

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				a standing resource for the e-newsletters and Senior Times in the “You want to know”	
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	On hold due to COVID-19	No requests for help with fees for virtual programs.	No requests noted	As programs are more active more requests for scholarships have been requested.
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA	On hold due to COVID-19	No requests noted	No requests noted	Not needed at this time
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA	Ongoing as requested	There have been no recent scholarship requests. However, staff continue to help clients fill out forms as needed. As a recent related example, staff printed out food program form and helped fill it out over the phone. Then the form was delivered to the client at home to sign and returned to the OCDOA.	<ul style="list-style-type: none"> <li>Forms were updated to make online application easier</li> <li>Believe that older adults may be hesitant to ask for scholarships because of pride or may not want to disclose income information</li> </ul>	Ongoing as requested
<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,	OCDOA	<ul style="list-style-type: none"> <li>Due to the COVID-19 pandemic, virtual</li> </ul>	<ul style="list-style-type: none"> <li>Program is well underway since</li> </ul>	<ul style="list-style-type: none"> <li>Virtual programming ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Some programs will remain virtual and/or</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
launched, and evaluated.		<p>programming has been increased substantially.</p> <ul style="list-style-type: none"> <li>• There is currently outreach efforts made to ID those who are in isolation and may welcome some computer or virtual access</li> <li>• OCDOA Leadership participating on a statewide plan to look at Social isolation</li> </ul>	<p>COVID-19. Working on evaluation of online programs (happens 2x year for ongoing programs or as needed).</p> <ul style="list-style-type: none"> <li>• Working on addressing barriers. Some reports of “Zoom fatigue” and trouble accessing virtual programming because of comfort with technology and lack of access to devices and/or Wi-Fi.</li> <li>• Discussed having Zoom instructions delivered with food.</li> <li>• Discussed having volunteers available for individual coaching via phone or in person appointments.</li> <li>• Senior Tech classes are offered and listed in ST - will add link to e-newsletters.</li> <li>• Discussed WiFi availability through buses, in library and senior center parking lots, and potentially at the DSS café.</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual calendar and WebTrac promoted. Shows huge increase in virtual programming</li> <li>• Investing over \$100,000 in equipment and services as described in 4.1.1a</li> <li>• Zoom and GoToMeeting classes with Seymour Tech</li> <li>• Seymour Tech is also providing help for instructors to be more comfortable teaching virtual classes.</li> <li>• Survey now attached to webinars to evaluate participant satisfaction</li> <li>• Noticed that people outside of OC have been participating in online events</li> <li>• Social Isolation Taskforce is discussing platform based out of UNC Asheville for virtual programs across the state</li> </ul>	<p>hybrid (in-person &amp; virtual)</p> <ul style="list-style-type: none"> <li>• Seymour Tech offering iPad course in May</li> <li>• Offering virtual tours of farms and historical and governmental buildings</li> <li>• Virtual games, programs, and events continue (Bingo)</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			<ul style="list-style-type: none"> <li>• People use computers on site at Efland Cheeks - will add to ST to contact the EC center if interested in using them.</li> <li>• County is adding more cell towers to improve internet</li> <li>• Continuing social isolation outreach project. MSW interns went through ~ 9k people in database and identified over 1k people that the OCDOA had not had contact with since the start of COVID. Survey includes one question related to access to tech, Wi-Fi, and if they need help using it.</li> <li>• Additional list of 18 names with whom the OCDOA staff are calling and checking in regularly</li> <li>• OCDOA is now well equipped to meet the new state mandate now for senior centers to offer virtual</li> </ul>	<ul style="list-style-type: none"> <li>• YouTube Channel used more to record virtual events</li> <li>• 5,000 households (everyone, not just seniors) in OC still do not have access to broadband internet – group in the county working on this. In addition, do our seniors have the technology and the skills to access virtual events. – this is an important area for future MAPs.</li> <li>• Some other Senior Centers are having a sign-in early for tech help option. OCDOA is providing tech help.</li> <li>• SW calls asked about access issues.</li> <li>• Considering ways to improve evaluation, such as increase in participation #s</li> </ul>	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			programming. • Considering pilot of loaning tech devices to those that do not have it.		
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	On hold due to COVID-19	Planning to use CARES money to purchase new AV equipment to record virtual programs	<ul style="list-style-type: none"> <li>Working with three volunteers to help with camera work</li> <li>Opportunity to work with HS students (Film Club) or Durham Tech to help with editing</li> </ul>	On-going searches for volunteers to assist.
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA	<ul style="list-style-type: none"> <li>A library of In Praise of Age tapes is filed and listed on OCDOA files. List available upon request.</li> <li>An OCDOA YouTube Channel has been developed and available on OCDOA Website. 32 views during August and Sept</li> </ul>	<ul style="list-style-type: none"> <li>Finished all IPoA videos, list updated</li> <li>Received a large donation of DVDs. A volunteer organized them for the library. Were able to donate some duplicates to seniors during COVID for entertainment.</li> <li>Mandarin videos were also donated and added to the library. Able to distribute many at a special fall event.</li> <li>Top videos have 250 views (check with Bev for Q1 and Q2)</li> </ul>	Working to order a second case to split up videos between the two senior centers	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA		<ul style="list-style-type: none"> <li>• Use has been limited</li> <li>• Will add DVDs to Endless Possibilities newsletter and potentially ST</li> </ul>	<ul style="list-style-type: none"> <li>• Use is still limited</li> <li>• Considering future of showing IPoA on People’s Channels</li> <li>• YouTube views for this quarter: 299 views, 37.6hours watched, top three videos were voluntary stopping of eating and drinking, container gardening, and wood carving</li> </ul>	<ul style="list-style-type: none"> <li>• Discontinued the In Praise of Age programming with the People’s Channel.</li> <li>• YouTube channel ongoing</li> </ul>
<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	On hold due to COVID-19	All OCDOA completed a Diversity Equity and Inclusion training this fall	Staff take additional courses on racial equity and diversity topics	OCODA Director continues engaging in the county-level Racial Equity efforts
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA	On hold due to COVID-19	Ongoing but limited due to COVID-19	Completed	Completed
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	On hold due to COVID-19	Sharing COVID-19 information in Mandarin and Spanish, especially with the lunch program	Translating registration and other forms into Mandarin and Spanish for the website	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	Ongoing, but on hold due to COVID-19 “Stay at Home” orders	Ongoing but limited due to COVID-19	<ul style="list-style-type: none"> <li>• Ongoing but attendance is limited in general</li> <li>• Virtual programs are primary programming right now and these are attended by people from diverse backgrounds</li> </ul>	Ongoing
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	Ongoing	Ongoing	Ongoing	Ongoing
<ul style="list-style-type: none"> <li>• Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.</li> </ul>					
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	OCDOA	Ongoing, but limited due to COVID-19	<ul style="list-style-type: none"> <li>• OCODA leadership and staff sit on refugee and immigrant groups</li> <li>• Using Facebook account to share information in various languages from Health Department</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA leadership continues to participate in refugee and immigrant</li> <li>• OCDOA director on Equity Vaccine Task Force that has been specifically reaching out to communities of color, holding clinics in the community, and including providers that speak multiple languages</li> <li>• Staff helping set up vaccination</li> </ul>	<ul style="list-style-type: none"> <li>• Endless Possibilities Activity Guide (former Senior Times) is developed and submitted for publication</li> <li>• MAP interns met with Refugee groups for OCDOA Awareness and feedback for future MAP 2022/27. Refugee Support Center and Refugee Community Partnership helped distribute survey, including donating</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Social Club; El Centro Hispano; apartment complexes/retirement communities).				appointments for those that speak Spanish	interpreting services for 25 clients to complete the survey
5.1.2b. OCDOA staff work with these groups to find out what services and programming they are most interested in, and those services are provided.		Ongoing, but limited due to COVID-19	See above	<ul style="list-style-type: none"> <li>• Ongoing, but limited due to COVID-19</li> <li>• See vaccine information above</li> </ul>	• See above
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Ongoing, but limited due to COVID-19	See above	Ongoing	Ongoing, see above
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Limited due to COVID-19 “Stay at Home” order	On hold	Limited due to COVID-19 restrictions	Limited due to COVID-19 restrictions
<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	On hold due to COVID-19	New construction is improving accessibility of parking, entrance, and other outside spaces (e.g., no curb by bus stop, less slope at door, more sidewalks)	None at this time	None at this time

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		On hold due to COVID-19	On hold	New signs in the building now meets all ADA requirements for height and braille	<ul style="list-style-type: none"> <li>• Ongoing as needed</li> </ul>
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	Ongoing but limited due to COVID-19	<ul style="list-style-type: none"> <li>• Ongoing for those who come in for 1-1 appts but limited</li> <li>• Durable Medical Equipment (DME) program still available</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for those coming in for individual appts</li> <li>• DME available</li> </ul>	<ul style="list-style-type: none"> <li>• Home Safety chats with the OCDOA OT</li> <li>• DME available</li> <li>• Accessibility For All virtual program offered by NC Assistive Technology Program</li> </ul>
<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 (cross listed with Transportation Workgroup)	Ongoing but limited now because of no in person programing	Continue to list Transportation Specialist as a resource in ST	Ongoing
<b>Strategy 5.2.2: Provide and encourage social connections between older adults.</b>					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	Ongoing, with limits due to COVID-19	Ongoing with limits due to COVID-19	<ul style="list-style-type: none"> <li>• Virtual social groups (book clubs, bingo, lunch groups, Chinese choir, vision board, lunch and learns, ted talks, creative conversations, philosophy group, Mandarin enrichment-life group, gardening, Spanish language and</li> </ul>	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				social group, Quilters, Charlies social group, Shakespeare) ongoing but in person is on hold <ul style="list-style-type: none"> <li>• Groups that used to meet in person at the Senior Center have continued to meet in unofficial ways and continue their activities (PrimeTime Players, exercise groups)</li> </ul>	
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	Ongoing, with limits due to COVID-19	Limited due to COVID-19, but using parking lot events and curbside lunch program for distanced socializing	Increased in 1-1 opportunities	Ongoing, with limits due to COVID-19
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Suspended due to COVID-19	Limited, but curbside lunch program has doubled	In person on hold	Small groups are beginning to return to the centers starting June 2021.
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Suspended due to COVID-19	On hold	<ul style="list-style-type: none"> <li>• Limited because centers are not open for social group gathers</li> <li>• 171 new registrants for lunch since March, average 190 individuals per week (900+ meals). Considering sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Limited because centers are not open for social group gathers due to COVID-19 restrictions</li> <li>• Participations increase in June 2021 as centers permit more attendance in person.</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
5.2.2f. A “Meet Your Neighbor” or “Bring A Friend” day is held quarterly, during which members are encouraged to bring others to the senior center.	OCDOA	Ongoing, but suspended due to COVID-19	On hold	On hold	Ongoing, but limited due to COVID-19

## Civic Participation and Employment Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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	Continue search for additional links and virtual meetings. Added Colonial Job Seekers, St. Michael’s, and other networking groups to list on Mature Job Seeker’s website and noted in Endless Possibilities newsletters.	Ongoing	Becoming Better than Before Webinars ongoing quarterly	<ul style="list-style-type: none"> <li>• Sharing job opportunities through newsletters</li> <li>• Becoming Better than Before Webinars ongoing quarterly</li> <li>• Publicizing OC Employment Services at networking groups, online (LinkedIn, Facebook)</li> </ul>
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.	Older Adult Employment Collaborative	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> <li>• July – 46 (23 DOA contacts, 23 at additional events)</li> <li>• Aug – 69 (28 DOA contacts, 41 at additional events)</li> <li>• Sept – 61 (28 DOA contacts, 33 at additional events)</li> </ul>	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> <li>• Oct – 62 (29 DOA contacts, 33 at additional events)</li> <li>• Nov – 48 (23 DOA contacts, 25 at additional events)</li> <li>• Dec – 58 (27 DOA contacts, 31 at additional events)</li> </ul>	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> <li>• Jan – 74 (20 DOA contacts, 34 at additional events)</li> <li>• Feb – 73 (51 DOA contacts, 22 at additional events)</li> <li>• Feb – 4 women and 3 men started new jobs</li> <li>• Mar – 61 (43 DOA</li> </ul>	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> <li>• Apr – 76 (57 DOA contacts, 19 at additional events)</li> <li>• May – 43 (27 DOA contacts, 16 at additional events)</li> <li>• June – 60 (39 DOA contacts, 21 at additional events)</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
				contacts, 18 at additional events)	
<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	Hosting events virtually as in person events on hold due to COVID-19 pandemic, will revisit	On hold	Invite OC job seekers to JOBS NETWORK virtual meetings	Add work-from-home and job postings info in Endless Possibilities e-newsletters
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	On hold during COVID-19 pandemic	On hold	On hold	Employment Specialist helped match job seeker to fill Carol Woods posting. Requested to fill another opening
<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	Employment Specialist collaborated on: <ul style="list-style-type: none"> <li>To Avoid Future Unemployment (TAFU) virtual meetings on July 9 &amp; 23, Aug 6 &amp; 20</li> <li>“Being Better than Before” Webinar Series on July 1, Sept 23, 25, &amp; 30, Oct 2</li> </ul>	Employment Specialist collaborated on: <ul style="list-style-type: none"> <li>TAFU virtual meetings on Oct 1 &amp; 15, Nov 5, 9, &amp; 30, Dec 3 &amp; 12</li> </ul>	Employment Specialist collaborated on: <ul style="list-style-type: none"> <li>TAFU virtual meetings on Jan 7 &amp; 21, Feb 4 &amp; 18, Mar 4 &amp; 18</li> <li>“Being Better than Before” Webinar Series on Jan 27 &amp; 29, Feb 3 &amp; 5</li> <li>AARP Triangle Talk on Feb 2</li> </ul>	Employment Specialist collaborated on: <ul style="list-style-type: none"> <li>TAFU virtual meetings on Apr 1 &amp; 15, May 6 &amp; 20, June 3 &amp; 17</li> <li>“Becoming Better than Before” Webinar Series on April 28 &amp; 30, May 5 &amp; 7</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	Employment Specialist facilitated: <ul style="list-style-type: none"> <li>Jobs Network virtual meeting on July 11 &amp; 25, Aug 8 &amp; 22</li> <li>NC Biotechnology Center Networking meeting on July 13, Aug 17, Aug 31</li> <li>Colonial Baptist Job Seekers LinkedIn virtual meetings on Aug 3, 10, 17, 24, 31</li> </ul>	Employment Specialist facilitated: <ul style="list-style-type: none"> <li>Jobs Network virtual meeting on Oct 10 &amp; 24, Nov 14, Dec 5 &amp; 12</li> <li>NC Biotechnology Center Networking meeting on Oct 26, Dec 3, 10, &amp; 15</li> <li>Colonial Baptist Job Seekers LinkedIn virtual meetings on Oct 5, 19, &amp; 26, Nov 11 &amp; 17, Dec 7 &amp; 14</li> </ul>	Employment Specialist facilitated: <ul style="list-style-type: none"> <li>Jobs Network virtual meeting on Jan 9 &amp; 23, Feb 13 &amp; 27, Mar 13 &amp; 27</li> <li>NC Biotechnology Center Networking meeting on Jan 6, 25, &amp; 27, Feb 1</li> </ul>	Employment Specialist publicized more virtual job fairs to OC job seekers and facilitated: <ul style="list-style-type: none"> <li>Jobs Network of St. Thomas More virtual meetings on Apr 10 &amp; 24, May 8 &amp; 22, June 12 &amp; 26</li> </ul>
<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	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic
6.1.4b. “Senior internships” are created with partners in the county.		Will explore in Jan-Mar 2021 if Covid19 environment is significantly improved.	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic
<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 created and research	Older Adult Employment Collaborative, with support	<ul style="list-style-type: none"> <li>Continue to update Mature Job Seekers Guide (<a href="https://www.orangecc.org">https://www.orangecc.org</a>)</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Ongoing, i.e. publicize job postings, lists of employers offering remote work</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing, i.e. publicize job postings, lists of employers offering remote work</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
on best practices is conducted.	from Orange County Public Library	<a href="https://untync.gov/DocumentCenter/View/5128/OCDOA-Mature-Job-Seekers-Resource-Guide-FINAL?bidId=">untync.gov/DocumentCenter/View/5128/OCDOA-Mature-Job-Seekers-Resource-Guide-FINAL?bidId=</a> ) <ul style="list-style-type: none"> <li>Continue to offer employment services offered by OCDOA. For example, in addition to holding events, Employment Specialist is available by appointment to help individuals with processes like job identification, applications, resumes, networking, interviewing, and more</li> </ul>		<ul style="list-style-type: none"> <li>Dress For Success virtual training</li> </ul>	<ul style="list-style-type: none"> <li>Dress For Success virtual training</li> </ul>
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	Tracking and reporting (see 6.1.1d.)	<ul style="list-style-type: none"> <li>Tracking and reporting (see 6.1.1d.)</li> <li>Increase in individuals working with Employment Specialist on a weekly basis (11). All learned of services from Endless Possibilities e-newsletter or Senior times</li> </ul>	Tracking and reporting (see 6.1.1d.)	<ul style="list-style-type: none"> <li>People continue to contact Employment Specialist for support with job applications and learn about services through Endless Possibilities.</li> <li>Example of recent experience helping local retirement community fill a position by identifying potential applicant and helping with cover letter and resume.</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
					Success: candidate accepted offer and started
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	Posting services on LinkedIn, Facebook, Twitter; add Library when they open to public	Ongoing	Employment Specialist created a 2021 Job Search Activities series: <ul style="list-style-type: none"> <li>Feb – What You can do while you’re at home; Describing Your Ideal or Acceptable Job, Own Business, or Volunteer Wishes</li> <li>Mar – Finding Employers with Ideal or Acceptable Job, Networking Brief</li> </ul>	Employment Specialist share informational series in Endless Possibilities: <ul style="list-style-type: none"> <li>April – Networking Brief</li> <li>May – Job Postings for Piedmont and Carol Woods, More Jobs Available,</li> <li>June – Resumes, Cover Letters, and Interviewing</li> </ul>
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	<ul style="list-style-type: none"> <li>See events under 6.1.3</li> <li>Employment Specialists began planning regular virtual presentations with office hours</li> </ul>	<ul style="list-style-type: none"> <li>See events under 6.1.3</li> <li>Employment Specialists continually updates materials and training to reflect new job market (e.g., working from home, networking during a pandemic, virtual interviews)</li> </ul>	<ul style="list-style-type: none"> <li>See events under 6.1.3</li> <li>Better than Before: 1 attendee reported accepting job, implemented first evaluation of series including request to share positive stories</li> </ul>	<ul style="list-style-type: none"> <li>See events under 6.1.3</li> <li>Becoming Better than Before: 2 attendees reported accepting jobs, received evaluation responses from all 12 attendees including overwhelmingly positive comments and a few ideas to consider in the future.</li> </ul>
<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	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	When hiring environment improves, initiate discussion with business owners to determine if practical to pursue, and when.	Reviewed detailed research on current unemployment data nationally and locally	On hold	On hold

## Community Support and Health Services Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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>• Many physical activity programs transitioned to virtual offerings (FB and Zoom).</li> <li>• Increased the number of mental health classes and programs to match needs during COVID</li> <li>• Partnering for UNC Health Care for 1:1 hearing screenings</li> <li>• Partnering with Walgreens to offer flu shots</li> <li>• Health Department offering diabetes self-management education and nutrition counseling services as well as fun/rec classes (e.g., “stay well bingo”).</li> <li>• Nurses needed for OCDOA Fit Feet program.</li> </ul>	<ul style="list-style-type: none"> <li>• LGBTQ+ SRT held World AIDS Day Awareness virtual event (Dec 1)</li> <li>• Piedmont Health passed 10,000 COVID tests at end of Nov</li> <li>• UNC Health doing mobile COVID testing in Wake County.</li> <li>• UNC health has shifted a lot of care to telehealth. This is supported by insurance, including Medicare Annual Wellness Visits and behavioral health counseling with social workers.</li> <li>• CH Health Services still distributing face masks</li> <li>• OCDOA Partnering with Walgreens to offer flu shots</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA partnered with Health Dept to host virtual COVID vaccine information event</li> <li>• OCDOA partnering with Health Dept to deliver COVID vaccines</li> <li>• OCDOA partnering with Piedmont health to offer COVID testing</li> <li>• OCDOA offering many virtual programs such as Balance,</li> <li>• OCDOA partnering with UNC Hearing to host virtual How to Clean Hearing Aids event (Jan)</li> <li>• Health Promotion SRT partnered with UNC School of Pharmacy (Project Age) to host Conversations with a Pharmacist event</li> </ul>	<ul style="list-style-type: none"> <li>• New virtual UNC Living Health program for people with chronic disease and/or caregivers</li> <li>• Cardinal Innovations hosting OTC Medicine Giveaway Drive-Thru Event (May)</li> <li>• OCDOA Fit Feet clinic started making in person appts again</li> <li>• El Futuro partnering with vaccine clinics to help serve Spanish speaking communities and may do more in the future.</li> <li>• Piedmont has delivered 30,000+ vaccines so far. Many were 55+, especially at drive through clinics. Moving forward they are focusing on mobile clinics in places of</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> <li>• Hosting multiple virtual programs for falls prevention awareness week in Sept</li> <li>• OCDOA OT completed a virtual home safety tour</li> <li>• UNC Health Care has been focusing on COVID response. They recently applied for a grant to expand community-wide testing capacity, especially in rural communities.</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA hosting “Lock Your Meds” event and providing lock boxes</li> <li>• OCDOA Mental Wellness SRT partnered with UNC researchers to host “What we’ve learned about COVID” event (Dec 11)</li> <li>• Hosting virtual programs such as Breath Work for Seniors, Strong and Steady, Meditation</li> <li>• OCDOA partnered with UNC Hearing and Ear Wax screening events (Oct)</li> </ul>	<p>(Jan)</p> <ul style="list-style-type: none"> <li>• DOA partnered with CH PD for Drug Disposal Event (Mar)</li> <li>• Piedmont started pharmacy delivery for those using Piedmont for primary care, including to rural areas. Checking on people at the same time.</li> <li>• Piedmont continues offering telemedicine, modified mobile van to do home visit exams, over 5000 people vaccinated, working on reaching marginalized communities, partnering with faith-based communities, people at home.</li> </ul>	<p>need that want vaccines. Many people have either already received the vaccine or are not planning to – hoping the lottery helps increase. OC is doing well, but surrounding counties are not.</p> <ul style="list-style-type: none"> <li>• EMS has a robust mobile vaccine team also targeting areas of need, especially folks who are homebound.</li> <li>• DOA had 22 participants in the 6-week walking challenge</li> <li>• DOA partnership with 6 nursing students for public health clinical – they helped with the walking challenge, BP and glucose checks, creating Covid assessment to be used at center, trainings for mental health, grief, ageism, and osteoporosis</li> </ul>
7.1.1d. Seymour Center fitness studio is expanded and	OCDOA, with support from DEAPR, UNC	Fitness room has been moved		<ul style="list-style-type: none"> <li>• Was closed March 2020, will open in Jun 2021 for 1 person (or 1</li> </ul>	<ul style="list-style-type: none"> <li>• Starting Jun 1, fitness center to allow 2 people in the gym at</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
redesigned to increase capacity and update technology.	Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex			home). Hoping to have outdoor classes. <ul style="list-style-type: none"> <li>• Nurses needed for FitFeet</li> <li>• 101 PT</li> </ul>	the same time, book with appointments until Aug <ul style="list-style-type: none"> <li>• Nia class started</li> <li>• Fitness instructors are ready to come back and start teaching, but they are still working out the specifics</li> <li>• PT is coming back to Passmore in July and to Seymour in Sept</li> <li>• Older adults are happy to return to the space</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	Currently no programming due to COVID 19	<ul style="list-style-type: none"> <li>• Fitness center is first come first serve</li> <li>• Classes are by appts.</li> </ul>	<ul style="list-style-type: none"> <li>• SportsPlex is open. Apts not needed</li> <li>• No classes in the Field house</li> <li>• Discussed how we may be entering a rebuilding period as many are out of the habit of visiting.</li> </ul>	SportsPlex is open
<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	<ul style="list-style-type: none"> <li>• Maintaining caregiver support groups virtually.</li> <li>• Starting new support group for those experiencing mental health challenges such as anxiety depression</li> </ul>	Maintaining caregiver support group, adding grief support group	<ul style="list-style-type: none"> <li>• Virtual Life After Loss Grief Support new group added (every 4th Wed at 1p) ~ 5 registered people so far with a goal of 7 for one group, willing to expand to 2nd group if</li> </ul>	<ul style="list-style-type: none"> <li>• El Futuro (MH for Latinx community) has two clinics outside of OC, but they serve OC residents. They have a new outreach project in OC and Chatham County. Have been</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
	Care and Hospice, Grief Oasis (CH)	(especially during COVID), led by LCSW-A <ul style="list-style-type: none"> <li>• PACE offering virtual grief support group with chaplain.</li> </ul>		need <ul style="list-style-type: none"> <li>• Maintaining Caregiver Supports group</li> <li>• Sharing information about virtual gamblers support group</li> </ul>	providing services virtually during the pandemic. Waitlist is over 100ppl, triage most pressing needs. <ul style="list-style-type: none"> <li>• EI Futuro offers additional MH services other than traditional therapy such as webinars and series (e.g, stress management). Piedmont is sharing EI Futuro webinars on FB</li> <li>• DOA grief support group was very popular – increased to two groups. Moving forward with offering 1 in person group and 1 virtual group to meet different needs and preferences.</li> </ul>
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	SRT completed this. Can feed into NC CARES 360	Completed. Can feed into NC CARES 360 which is going live 12/8	Completed	Completed
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice	OCDOA, in partnership with Cardinal Innovations	Cardinal is offering virtual trainings for: 1. Older Adult Mental Health First Aid and 2.	Cardinal offering MHFA. Online, home study, and face to face options. Materials are free of	Working with Cardinal. Much of MH work still slowed down and virtual.	No updates

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
per year at senior centers, public libraries, and long-term care facilities.	Healthcare, NAMI, UNC Health Care	Question, Persuade, Refer (QPR) suicide prevention. EMS is interested in these trainings. Contact information shared.	cost. Other trainings available, including QPR which goes deeper into suicide prevention		
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	OCDOA Mental Wellness SRT hosted a virtual event, “Let’s Talk about Mental Health During COVID”, on July 23	<ul style="list-style-type: none"> <li>Mental Wellness SRT hosted Personal Reflections: How are you Finding Peace during COVID event (Nov)</li> <li>New clinical SW services at OCDOA</li> </ul>	OCDOA SW offering services and Mental Wellness SRT – program April Overcoming and Understanding Implicit Bias	Mental Wellness SRT hosting a Self-Care event, Let’s Talk About Self Care, in honor of National Self Care Day (July 22nd 4-5:30, virtual)
<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>Able to do 1:1 visits for folks who can get to center and starting driveway visits this fall with existing and new clients</li> <li>OCDOA already has a durable medical equipment loaning program for smaller items such as walkers. They are currently working on a database for larger pieces such as lifts and beds.</li> <li>OCDOA have increased efforts to</li> </ul>	<ul style="list-style-type: none"> <li>AT MSW interns and volunteers continue reaching out to 1600 seniors who OCDOA has not had contact with since the pandemic. Heard that some people didn’t realize OCDOA was open in any capacity at this time.</li> <li>OCDOA hosted Welcome to Medicare event (Nov) and Medicare enrollment services. 535 compared to 582 last</li> </ul>	<ul style="list-style-type: none"> <li>AT presented at UNC for Wellness Week on Aging in Place and caregiver supports</li> <li>DOA running a Continenence Supply Drive to provide to old adult community members in need</li> <li>OCDOA continues work around social isolation.</li> <li>AT has seen more calls for services since Jan, which may be related to start of vaccines. MOW and</li> </ul>	<ul style="list-style-type: none"> <li>DOA OT is helping with distributing and setting up durable medical equipment</li> <li>Piedmont Health was selected as 1 of 6 pilot sites for new CMS program for Medicare beneficiaries with high needs. Provides intensive chronic care management, team based primary care, capitated risk sharing model (similarities to PACE model). Currently working to</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>address social isolation during COVID (see Social Participation for additional details)</p> <ul style="list-style-type: none"> <li>• Aging Transitions MSW interns began calling and assessing nearly 1600 registered members of senior center who have not participated in programs since beginning of COVID</li> <li>• UNC Hillsborough Hospital leading multiple efforts to adapt health services to better serve seniors in our community:               <ol style="list-style-type: none"> <li>1. NC’s First Geriatrics Accredited ED,</li> <li>2. member of the age friendly hospital network,</li> <li>3. staff completed all training and now considered to be a dementia friendly hospital, and</li> <li>4. new Geriatric Fellows will be shadowing EMS Strike Team.</li> </ol> </li> </ul>	<p>year (8% drop). 34% of contacts changed plans and saved money. For those who changed, average saving was \$900. 8 clients saved over \$5,000 each. Across all contacts the average savings was ~\$250. 20 SHIIP volunteers participated (470hrs)</p> <ul style="list-style-type: none"> <li>• In recognition of Older Driver Safety Awareness Week, Duke Trauma &amp; UNC Trauma partnered to create a video sharing the CarFit Self Assessment tool: <a href="https://vimeo.com/490811638">https://vimeo.com/490811638</a>. This video walks through the 5 steps of CarFit’s new <a href="#">Self Assessment Checklist</a>. Without being able to do in-person CarFit events, this checklist allows older drivers to make adjustments behind the wheel to find their safest fit.</li> </ul>	<p>AT aware they may see concerns such as dementia or hoarding progressing faster when they start re-entering people’s homes.</p>	<p>identify eligible individuals and contact about enrollment.</p>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
7.2.1b. EMS/OCDOA 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.	EMS/OCDOA	<ul style="list-style-type: none"> <li>Was paused due to COVID, meeting scheduled in Sept to regroup.</li> <li>EMS saw a reduction in falls at the start of COVID (32 fewer compared to last year, since 2018 looking at March – Jun 2020 has 122 fewer falls), numbers are now increasing</li> <li>EMS has been partnering with PACE to decrease unnecessary ED visits</li> <li>Piedmont Health has noticed a slight increase in falls since the start of COVID</li> </ul>	<ul style="list-style-type: none"> <li>Stay up and active is on pause.</li> <li>EMS calling referrals to see what can be addressed over the phone and check in.</li> <li>Home visits on pause.</li> <li>Still noticing reduction in falls</li> <li>Still have referrals from PACE – sending to Aging Helpline as needed</li> </ul>	<ul style="list-style-type: none"> <li>On pause until vaccine numbers have increased and COVID positive number have decreased</li> <li>EMS working with Health Dept on mobile clinics to reach communities</li> </ul>	No updates
7.2.1d. “Remembering When” home inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.	OC Emergency Services	On hold	On hold	On hold	On hold
7.2.1e. Educational programs are provided at the senior centers	OCDOA/Senior Centers	<ul style="list-style-type: none"> <li>Working with IG SRT to help with technology training classes,</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer partnerships with UNC groups and high school students</li> </ul>	Cedar Ridge HS students and OCDOA tech program – looking	<ul style="list-style-type: none"> <li>Cedar Ridge project on pause due to COVID</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
yearly to increase awareness and use of technology for home safety.		Partnering with CH/Carr city schools and UNC school of Pharm, ProjectAGE project will help with technology assistance <ul style="list-style-type: none"> <li>• Home safety virtual 2x month Safety Chat to help keep people safe</li> <li>• Seymour Tech moved to all virtual classes – 34 classes in recent issue</li> <li>• Kramden Institute (nonprofit in Durham) provides classes and computers</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA OT continuing to host Virtual Home Safety Chats</li> </ul>	for older adults to partner, if they don't have internet OCDOA may be able to help	<ul style="list-style-type: none"> <li>• OCDOA OT has restarted home safety visits and assessments.</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+	Plans to launch pilot health navigator program in the spring. Materials are prepared and ready to launch when conditions are safer (on hold during COVID due to in-person 1:1 interactions)	Exploring ways to restructure format in times of COVID	On hold	On hold
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-	OCDOA, UNC Health Care	<ul style="list-style-type: none"> <li>• OCDOA, Faith Outreach SRT, and UNC Health Care hosted virtual Faith Outreach Qrtly Breakfast focused on</li> </ul>	On hold due to COVID-19	On hold	On hold

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
community.		Social Isolation on Sept 14 • UNC Capstone team project on hold.			
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+	(see 7.2.2a) Mail Management program is also ready to go but on hold during COVID. Hoping to launch in winter or spring.	<ul style="list-style-type: none"> <li>On hold as this requires face to face. Exploring virtual options. AT and Comm Based Services to ID older adults that don't have access to tech and if DOA can help.</li> <li>Potential partner identified- HS at Cedar Ridge looking for a way to volunteer to help with virtual tech. Have virtual bingo but older adults report not feeling comfortable with tech.</li> </ul>	On hold, intern this summer to help with these 3 projects	On hold
7.2.2d. Policies at OCDOA are reviewed to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.	OCDOA/AT	Ongoing	<ul style="list-style-type: none"> <li>Updated for COVID-19. Telephone Reassurance, Friend to Friend, and SALT volunteers can refer directly to AT.</li> <li>Interested in exploring how volunteers can make direct referrals to MOW.</li> </ul>	Met with MOW regarding direct referrals	Telephone Reassurance and Friend to Friend programs continue to monitor and refer at-risk individuals as needed.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<p>7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.</p>	<p>OCDOA / VC55+</p>	<ul style="list-style-type: none"> <li>• Paused at the start of COVID. Regrouped and transition services. Active again starting on Sept 1.</li> <li>• Hope Renovations completing inside repairs using strict PPE guidelines - Housing department provided funding.</li> <li>• Handy Helpers completing outside repairs - CARES Act helping to pay. And received additional funding from the Sheriff's Office which will allow additional ramps to be completed.</li> <li>• Sheriff's Offices offering staff assistance for the HH volunteers during the implementation phase of the ramps</li> <li>• Hand Helper volunteers have completed 3 ramps since returning. We've also partnered with Hope Renovations on 3 homes for grab bars</li> </ul>	<ul style="list-style-type: none"> <li>• Sheriff's Office is helping HH with \$1200 donation for ramps</li> <li>• HH continues with outside. Completed 9 exterior repairs (driveway, sidewalks, access, and safety), 9 railings, and 6 ramps</li> <li>• Hope Renovations continues inside repairs. Completed 27 projects including electrical and roof repairs</li> </ul>	<ul style="list-style-type: none"> <li>• \$1000 donation to Talberts for supplies for HH outside projects</li> <li>• HR still completing indoor repairs (~30)</li> <li>• Community partners can still refer, still a waiting list but projects are determined from urgency</li> </ul>	<p>Ongoing</p>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		or indoor stair railings. • Can refer on OCDOA website or call aging helpline at 919 968 2087			
<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>• Checklist was completed.</li> <li>• Distributing widely, esp with hurricane season. COVID impacts ability to shelter folks during emergencies</li> <li>• Aging Transitions team has made this a mandatory document in all new client files and will retroactively complete with all existing clients</li> </ul>	<ul style="list-style-type: none"> <li>• Distributing with Food Boxes, will distribute again with winter weather approaching</li> <li>• OCDOA sent out to MOW, support groups, and other partners to include in deliveries</li> </ul>	OCDOA to share with OCIM	UNC OT class created workbook for seniors, based on and expanding from the checklist. AT will share with seniors and pilot with their clients
<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	OCDOA/AT and UNC Health Care (Senior Alliance)	<ul style="list-style-type: none"> <li>• NC Cares 360 launched in late June - long term goal is to communicate directly with community organizations, especially regarding referrals</li> <li>• UNC Health Care is</li> </ul>	NC 360 went live at UNC in Dec.	No updates	No updates

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
services available to seniors in a centralized database.		ramping up screening for social determinants of health, especially around food insecurity.			
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	OCDOA plans to work with Piedmont and AuthoraCare on collaborative projects this year.	Plans to be determined	<ul style="list-style-type: none"> <li>• Piedmont testing and vaccine events March 19 Seymour and 26 Passmore.</li> <li>• Finishing up testing events (still offering at clinics) and focusing on the vaccine events</li> </ul>	Piedmont Senior Care to present to SHARP and OCDOA staff invited for August meeting.
<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 recruited and trained to assist with meal preparation and/or meal delivery.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	<ul style="list-style-type: none"> <li>• Family First Funds received during COVID to expand Meals on Wheels programs</li> <li>• Due to COVID, MOW is using fewer volunteers now as they switched from daily hot meal delivery in the southern part of the county to once per week delivery of a frozen food box (containing five complete meals) and a bag of fresh fruit. Fewer volunteers also in the North as routes</li> </ul>	<ul style="list-style-type: none"> <li>• MOW food delivery ongoing (1100 meals/week)</li> <li>• 5 new volunteers for lunch program at Senior Centers</li> <li>• OCDOA continued partnerships with Law Enforcement to deliver meals</li> </ul>	<ul style="list-style-type: none"> <li>• OCIM volunteer recruitment is ongoing. Food-pantry eliminated limit on visits, now as needed. OCIM continues to provide a hot meal, 5/week to homebound recipients. They can consider special diets. As more folks are vaccinated, they are starting to return to volunteer positions.</li> <li>• MOW delivery of extra supplies (in addition to meals) as needed.</li> </ul>	Law Enforcement is still helping OCDOA to deliver meals, but they are scaling this partnership back as they return to more typical duties.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		usually done by two people are done by one (no pairing in cars). <ul style="list-style-type: none"> <li>• Due to COVID we did start a volunteer phone brigade that calls recipients every other weekday since we cannot do our daily check-in at delivery.</li> <li>• UNC PiAP funds supported buying butter, milk, and eggs from Latta's Eggs and Mapleview Farms. UNC students working with OCRA to deliver food weekly to 41 rural seniors in need during COVID</li> <li>• OCDOA continues offering grocery and medication delivery</li> </ul>			
7.4.1b Collaboration between county agencies to create a uniform meal intake application	OCDOA, DSS, CHCMOW, OCRA, OCIM	<ul style="list-style-type: none"> <li>• On June 29, CHCMOW and OCRA officially merged to become Meals on Wheels Orange County, NC.</li> <li>• Planning a meeting to start discussion around application</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA has started using uniform form</li> <li>• Meetings ongoing</li> </ul>	OCDOA piloting form. Need to finalize with partner orgs.	Pilot project is ongoing
7.4.1c. New drop-off	Chapel Hill-	(see 7.4.1a and 7.4.3a.)	Efland-Cheeks and	• OCIM maintains one	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
and pick up points for meal delivery volunteers are established in rural areas.	Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR		Cedar Grove in rural areas, MOW at St Thomas More and North Hillsborough	central locations for all food delivers and pick-ups <ul style="list-style-type: none"> <li>• Locations have remained stable</li> </ul>	
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 (MOW), OCIM, Orange County Rural Alliance (OCRA), OCDOA	(see 7.4.1a and 7.4.3a.)	(see 7.4.1a and 7.4.3a.)	(see 7.4.1a and 7.4.3a.)	(see 7.4.1a and 7.4.3a.)
<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	Board has paused, revisit later	MOW director reapplied	MOW director reapplied	No updates
<b>Strategy 7.4.3: Increase awareness of food services for older adults.</b>					
7.4.3a. Increased participation in programs like SNAP,	OCDOA, DSS IFC OCIM, OCRA	<ul style="list-style-type: none"> <li>• DSS actively enrolling in SNAP</li> <li>• OCDOA Commodity food boxes: ~ 300</li> </ul>	<ul style="list-style-type: none"> <li>• ~300 boxes, Carr enrollment increasing</li> <li>• DSS ~ 400+ boxes distributed during the</li> </ul>	<ul style="list-style-type: none"> <li>• OCIM’s food pantry is available to all residents of northern Orange County.</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA delivering 280-300 monthly food boxes in 5 different locations. There is no</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<p>Commodity Supplemental Food Program, and Meals on Wheels.</p>		<p>participants, no cap on enrollment (income requirements), phone application, distribution at 5 sites across the county, law enforcement has helped deliver boxes, someone else can pick up for you.</p> <ul style="list-style-type: none"> <li>At the start of COVID, OCDOA transitioned to a 3 days/wk curbside lunch program. Currently at over 1000 meals/wk. Law enforcement is helping deliver meals to transit dependent seniors.</li> <li>OCDOA received additional CARES funding which was routed through AAA to go to MOW OC NC.</li> <li>Related to merger and the pandemic, MOW overall service numbers and areas increased. We now serve approximately b/t 1100-1200 meals per week (OCRA recipients during</li> </ul>	<p>events that are held 2x's per month. Additional boxes either provided to us or made by us at the site before distributions. Farmers and other food banks donate additional items that have to be packed or bagged prior to distribution. If DSS runs out prior to the end of the event, provide individuals with food cards.</p> <ul style="list-style-type: none"> <li>CH Health Services continuing weekly food distribution at Eubanks park and ride (Oct – 4,371 Individuals/ 1,215 Families, Nov – 2,732 Individuals/ 737 Families)</li> <li>OCDOA lunch #s doubled compared to before COVID. Thinking about sustainability of funding for these numbers once reopening</li> </ul>	<p>During the COVID-19 crisis, the annual limit for the number of times households can get food has been removed. Referrals from OCDOA are welcome.</p> <ul style="list-style-type: none"> <li>OCDOA food boxes ~300 with help</li> <li>OCDOA 1000 meals/week. Added 171 new people since March 2020. Concerned about sustainability of funding this program as COVID specific funds run out.</li> <li>Wed 9-12 Eubanks ongoing</li> <li>OC DSS and Town of Carr – Drive through food distribution in Mar at Henry Anderson Park in CH</li> </ul>	<p>waitlist.</p> <ul style="list-style-type: none"> <li>OCDOA curbside lunch program continues to grow. Still doing over 1000 meals/week. Will remain curbside for now. Considering continuing to offer curbside option even after returning to in person congregate meals to accommodate different needs.</li> <li>OCDOA partnering with MOW to use \$90,000 in CARES/ ARPA funds for home-delivered meals. MOW shifted to 1/week frozen meals during pandemic and OCDOA served as back up for people who aren't able to prepare meals this way.</li> <li>OCDOA has expanded the Farmers Market voucher program. In the past it was limited to people enrolled in congregate meals.</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		pandemic moved from 2 meals per week to 5), and also includes distribution of emergency food and supply boxes to recipients most in need who no longer have access or ability to purchase additional food and supplies beyond what MOW regularly delivers. MOW has also been supplying (when needed) in regular deliveries - toilet paper, paper towels. masks, hand sanitizer, ensure.			
<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	<ul style="list-style-type: none"> <li>Team including the Jackson Center, UNC PiAP, and Charles House are exploring neighborhood elder care model in Northside. Focusing on building up current structures and learning more about residents</li> </ul>	Neighborhood Connections had first meeting. 2nd meeting in Dec to make plans for future around meetings and programming	<ul style="list-style-type: none"> <li>Meeting in March.</li> <li>Working with Neighborhood Connections SRT.</li> </ul>	Concerns about the fit of this model for our communities.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		this year. • Neighborhood connections SRT ongoing, but much of their work is on hold due to COVID • Neighborhood Connections Resource Guide available online			
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	On hold due to COVID	On hold	On hold	On hold
<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 Department, OCIM, and IFC	<ul style="list-style-type: none"> <li>• AuthoraCare hosting virtual workshops and webinars about decision making and diversity at EOL, and providing individual counseling</li> <li>• OCDOA continues to share document created related to COVID emergency and serious illness plan, to help</li> </ul>	EOL SRT activities ongoing	SRT completed green burial presentation with Anne Weston ~50 people attended virtual	June 22 EOL SRT presentation Home Sweet Home Funerals with Sarah Williams about how to safely and legally offer home funerals

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		implementing advanced directives ( <a href="https://www.orangecountync.gov/DocumentCenter/View/10503">https://www.orangecountync.gov/DocumentCenter/View/10503</a> )			
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	Planned April 15th events were canceled due to COVID. Many groups still shared relevant materials through communication channels such as e-newsletters.	EOL SRT will discuss at Dec meeting	No event on this day but related events held around this time (see 7.6.1c)	No specific event planned but OCDOA continue to encourage EOL discussions and documents
7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	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>• OCDOA EOL SRT hosting virtual event “Voluntary Stopping of Eating and Drinking: A Little Known EOL Option” on Sep 22</li> <li>• Advanced Care Planning education provided for CG support group</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA EOL SRT hosting virtual event “End of Life Autonomy: Making Choices that are Right for You” on Oct 14</li> <li>• OCDOA EOL SRT hosting virtual event “EOL Care Planning Event” re: The Conversation Project on Nov 16 (discussing Dying Right NC new SAD form on OCODA and Dying Right NC websites) – also discussed how to pick HCPOA</li> <li>• Add links for two</li> </ul>	<ul style="list-style-type: none"> <li>• “Advanced Directives: Medical Professional’s Point of View” event (March 30) – EMS partner on panel</li> <li>• Conversation project presentations – one event will be on Health Care Decision Day (April)</li> <li>• Feedback about broadening Advanced Directives beyond EOL focus</li> </ul>	June event Home Sweet Home Funerals in 7.6.1a

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			programs Nov and Dec for dying right program		
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	Still available	Still available at senior centers. Receive requests.	Still available	Still available
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	Free Notary services at OCDOA are advertised in the Senior Times - By appointment	Ongoing by appt at both Senior Centers	Noted increase in notary services	OCDOA can act as Witnesses, Notary services are available at Seymour and Passmore Center for free – call Aging Helpline or Front Desk
7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-term care facilities, etc., are created to promote end of life discussions.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	LTC SRT regrouping after a pause due to COVID. (see 3.5.1a for more details)	VC55+ partnered with 2 new LTC facilities. Parkview Rehabilitation and Elmcroft Assisted Living. Established a 5 participant Pen Pal program at Parkview. Established a new Spring Quarter Talent Show, Lip Sync and Band Concert Event for	<ul style="list-style-type: none"> <li>• EOL SRT representative presented to SHARP group which includes LTC</li> <li>• LTC Round Table Discussions held first meeting</li> </ul>	New partnership with Heartland Hospice. They will be presenting to the EOL SRT in September.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	Free Legal Aid Services at OCDOA for low-income seniors are advertised in the Senior Times - By appointment	March 13th 2021 Ongoing, by appt. Community members use these services	Still available by appointment	Still available by appointment
<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	Ongoing	Ongoing	Ongoing	Ongoing
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	At start of COVID, Piedmont Health reviewed advanced directives, especially with folks in LTC, and are checking in at 3-month periods.	Ongoing	Ongoing	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	<ul style="list-style-type: none"> <li>• NHs have been a large source of contact with people who are COVID positive. Clear communication of MOST/DNR wishes are especially important during this time to assure that wishes are respected and to minimize unnecessary exposure.</li> <li>• EMS is reaching out to primary health care providers to share information regarding bracelets. The next steps are to do a press release.</li> <li>• EMS shared flyer about DNRs and bracelets with Workgroup to help spread the word. OCDOA is distributing flyer during lunch and food box distributions.</li> <li>• Aging Transitions will be trained by EMS to enroll community members and distribute bracelets</li> </ul>	OCDOA completed training with EMS to become official intake and distribution site for DNR bracelets (to start Jan 6), community members are asking.	<ul style="list-style-type: none"> <li>• OCDOA has distributed 2 bracelets since Jan</li> <li>• EMS distributed 100 to CW</li> <li>• EMS distributed 2 additional bracelets</li> <li>• EMS met with Farrington Village and Carolina Meadows in Chat to discuss</li> <li>• EMS has had a few interactions with the bracelets and working on learning about use</li> <li>• Caregivers group interested</li> </ul>	Appointments are available
7.6.2d. UNC promotes	UNC Health	<ul style="list-style-type: none"> <li>• UNC PiAP and</li> </ul>	UNC has new	UNC PiAP and health	No updates

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.	Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	Interprofessional Education program included EOL components in course <ul style="list-style-type: none"> <li>(see 7.2.1 for more updates on UNC Hillsborough Hospital work)</li> </ul>	community-based palliative care program	professions schools participate in Interprofessional Education Program course which included EOL components	
<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	Will request updates on plans for HB 879: Dying Right NC legislation that was previously proposed	<ul style="list-style-type: none"> <li>Dying Right NC advocacy group, led by Project EngAGE graduate, held meetings regarding legislation. Video recording available on OCODA YouTube. (see above)</li> <li>Hoping to take legislation to floor next session</li> </ul>		Housing Bill 789, Medical Aid in Dying, did not pass state house legislative session. It did have bi-partisan support to continue to move this forward. Big step! Last time it didn't make it to the floor. Important for considering EOL choices.
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough	No updates	New hybrid site in Chatham County	"The Case for Green Burial" event (Feb)	No updates
<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>					

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• Intake has moved to a virtual format.</li> <li>• Most in-person opportunities are on hold due to COVID.</li> <li>• Volunteers have been focusing on non-contact services like Telephone Reassurance and Friend to Friend.</li> <li>• Handy Helpers is up and running (new safety protocols in place)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing virtually</li> <li>• Some turnover in Telephone Reassurance program but filled spots. There are currently 5 teams of 5 volunteers and 48 participants</li> <li>• VC55+ has on boarded 28 new volunteers through the new virtual format. Those include Tel Reassurance, Tel F-2-F, Lunch Delivery program and Pen Pal programs</li> </ul>	Continuing to expand opportunities as able	Working to revamp volunteer pool as activities start opening.
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	<p>Survey results (averages from two surveys from last year covering 1st and 2nd six months). On average:</p> <ul style="list-style-type: none"> <li>• Sent to 507 volunteers. 282 volunteers responded.</li> <li>• 233 people (86.94%) reported that volunteering with the VC55+ has positively affected their mental well-being; 23 people (8.58%) reported they were not sure; 12 people (4.48%)</li> </ul>	Survey sent out to 638 volunteers in Dec	Survey sent out to volunteers in May	~200 volunteers completed the survey with 83% reporting positive impacts to their mental health 41% reporting positive impacts their physical health. 62% of people stating that they made new connects through volunteerism.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>reported it has not</p> <ul style="list-style-type: none"> <li>• 121 people (45.83%) reported that volunteering with VC55+ has positively affected their physical well-being; 67 people (25.38%) reported they were not sure; 76 people (28.79%) reported it has not</li> <li>• 216 people (76.60%) reported that they have made new social connections through volunteering with VC55+; 52 people reported (18.44%) no new social connections; 14 (4.96%) reported that they were “not sure.”</li> <li>• Of those who reported new social connections, 159 people (76.81%) reported they’ve made three or more social connections, 29 people (14.01%) report they’ve made 2 or more social connections, and 19 (9.18%) report they’ve made one new social</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		connection.			
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	Ongoing as needed	<ul style="list-style-type: none"> <li>Ongoing as needed</li> <li>Using e-newsletter to share COVID volunteer opportunities with OCDOA and Health Dept, UNC Health, and Duke Health</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing as needed</li> <li>Using e-newsletter to share COVID volunteer opportunities with OCDOA and Health Dept, UNC Health, and Duke Health</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing as needed</li> <li>Using e-newsletter to share COVID volunteer opportunities with OCDOA and Health Dept, UNC Health, and Duke Health</li> </ul>
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	Policy and Advocacy SRT hosted virtual presentation regarding Voting Safely in the 2020 Election on Aug 13	<ul style="list-style-type: none"> <li>IG SRT and local law enforcement are hosting Story Time Adventure event, to be viewed from cars on Nov 7</li> <li>Many SRT were on pause but are now reengaging and holding programs</li> </ul>	Ongoing	IG SRT and local law enforcement are hosting Story Time Adventure event at Passmore Center (May)
<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+	<ul style="list-style-type: none"> <li>OCDOA has adapted their community programs. For example, they expanded Telephone Reassurance Volunteers, transitioned Friend2Friend to a phone-based partnership and expanded, and created lunch and grocery delivery volunteer</li> </ul>	<ul style="list-style-type: none"> <li>SALT transition to phone-based program,</li> <li>Volunteer Driver program has continued with Transportation Specialist providing rides</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>VC55+ Volunteer Appreciation Drive-Thru Celebration (May)</li> <li>Telephone reassurance volunteers continue calling older adults for 10 min safety and wellness check ins. Both older adults and volunteers enjoy calls.</li> <li>Friend to Friend</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		programs (see 6.4.1a for additional details). Renewed attention to planning for sustainability of Handy Helpers program			provides more in-depth social connections. Folks are excited to meet in person soon.
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+	(see 6.4.1a)	(see 6.4.1a)  OCDOA continues offering grocery and medication delivery	<ul style="list-style-type: none"> <li>OCDOA continues offering grocery and medication delivery</li> <li>MOW continues phone call check ins (rather than in person visits).</li> </ul>	Continuing to enroll in the safety-net programs to help support older adults with aging in community and to combat social isolation
<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	<ul style="list-style-type: none"> <li>Dementia friendly business (DFB) trainings provided virtually.</li> <li>Congregate senior apartments were able to train folks across the triangle since it was virtual</li> </ul>	<ul style="list-style-type: none"> <li>Workgroup continuing to meet</li> <li>OCDOA attended statewide meeting related to standards for dementia friendly communities</li> <li>OC Cares advisory board – what is dementia capable and where are we going</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Workgroup continues to meet</li> <li>OCDOA continues to participate in statewide meeting</li> <li>OCDOA has been invited to present at National Healthy Aging Symposium on DFB communities work</li> </ul>

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.	OCDOA	Holding fewer formal dementia chats and maintaining Memory Cafes in virtual format	<ul style="list-style-type: none"> <li>• On hold, 1-1 outreach with activity coaching and individual support</li> <li>• OCDOA OT hosting Dementia Chats and Home Safety Chats</li> </ul>	OCDOA OT hosting virtual Dementia Chats and Home Safety Chats	<ul style="list-style-type: none"> <li>• OCDOA OT hosting virtual Dementia Chats and Home Safety Chats</li> <li>• Holding virtual Memory Cafes and these have been a good opportunity to connect people to services.</li> <li>• Memory cafés were put on hold, but will resume with “on the move” programs in-person starting August and will begin regular Memory Cafes at the centers in-person in August</li> </ul>
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.	OCDOA	Ongoing (see 7.2.1 for details on UNC Hillsborough Hospitals related work)	Ongoing	OCDOA staff and intern continuing virtual trainings and renewal	<ul style="list-style-type: none"> <li>• Several new businesses trained, and other businesses renewed during pandemic</li> <li>• Concerted outreach to begin fall of 2021.</li> <li>• Currently confirming status with all the currently certified organizations</li> </ul>
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	Ongoing (Aging helpline being distributed widely)	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Flyers distributed with food distribution and in Senior Times</li> <li>• Celebrated caregivers</li> </ul>	Caregiver Education Series: Social Isolation and Loneliness (Mar)	Caregiver Education Series continuing monthly: Long Distance Caregiving (May)

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			with parking lot and multiple virtual events for Caregiver Month of Care (Nov)		
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	Ongoing	<ul style="list-style-type: none"> <li>• Durham algorithm for referral paths</li> <li>• Community Services of Sheriff’s Office has 4 new clients for Life Track Program for those with cognitive impairment</li> </ul>	Sheriff’s Office enrolled 3 new clients for Life Track Program. 41 total in county	<ul style="list-style-type: none"> <li>• Sheriff’s Office added 16 new members this year, lost 2.</li> <li>• Received grants from Wegman’s and Dementia Society</li> </ul>
<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+	<ul style="list-style-type: none"> <li>• LTC SRT regrouping after a pause due to COVID. Creating round table discussions for ALF and adult day facilities and another one for SNFs. Starting with management but hoping to include direct care (e.g. CNAs) down the line. Will meet once a month. First meeting to establish the structure of the round table groups will be on October 8th 1pm. Contact Shenae for</li> </ul>	<ul style="list-style-type: none"> <li>• LTC SRT round table discussions, bringing together admins and other stakeholders to discuss social engagement</li> <li>• New partnership with Elmcroft in Hillsborough</li> <li>• Exploring partnership with CH Brookdale</li> <li>• IG SRT pen pal program at Parkview Rehab. 5 UNC undergrads paired with 5 residents</li> </ul>	Virtual F2F with Parkwood and Elmcroft	Volunteers have not returned to LTC settings. Timing for this is unclear.

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		meeting link.			
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	On hold during this time	On hold	On hold	On hold
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	On hold during this time	<ul style="list-style-type: none"> <li>• On hold</li> <li>• Membership of board reduced to match state statute</li> <li>• Considered combining but decided against it</li> </ul>	These meetings are on hold due to not being able to meet in person	Main focus has been safety and getting through the pandemic but talking about restarting round tables in the fall to discuss how we can support the residents and staff.

## Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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.		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://partnershipsinaging.unc.edu/">http://partnershipsinaging.unc.edu/</a>	Town of Chapel Hill Office for Housing & Community Development including OCDOA events, resource & services in their TOCH Housing & Community Newsletter	Ongoing	Ongoing
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Fliers continue to be a main method of distributing information through the Senior Centers with lunch program, food box distributions, Piedmont, Town of CH, and DSS	<ul style="list-style-type: none"> <li>Outdoor spaces group reflected that local organizations are collaborating more during COVID emergency response and recovery to help share consistent information and resources. Discussed how to recognize this important work and keep this up for non-COVID issues (health, aging, racial justice).</li> <li>UNC Geriatrics liaison is in transition. Will revisit in the spring</li> </ul>	OCDOA events are now being shared on Spectrum Calendar on TV	Ongoing

8.1.1c. Information is distributed at least quarterly to designated liaisons.		See 7.2.2b. regarding Faith Outreach Qrtly Breakfast	Ongoing	Ongoing	Ongoing
8.1.1d. Liaisons are created with non-English organizations.	OCDOA, EI Centro NC	Maintaining established relationships. Information is shared both ways.	No new organizations at this time	No new organizations at this time	No new organizations at this time

<p>8.1.1e. Liaisons are created with neighborhood groups.</p>		<p>Continue to share information and respond to neighborhood group comments and inquiries</p>	<ul style="list-style-type: none"> <li>• New connection with Town of CH Community Development and Housing – sharing information with them for their regular newsletter.</li> <li>• Will explore liaisons at OC Habitat and new Habitat Housing Development near Senior Center</li> <li>• Reached out to Crescent Magnolia community to establish information sharing via community board and listserv. Waiting on reply.</li> <li>• Azalea Estates in CH is a new Senior Living community and new drop sites for ST</li> <li>• Marian Cheek Jackson Center – OCODA held a meeting recently to talk about connections, especially AT and Food distributions. The Jackson Center is working on a “no wrong door” approach for services, large number of older adults in this area. Want to support caregivers, etc.</li> </ul>	<p>OCDOA reached out to Habitat contacts and confirmed that Crescent Magnolia shares our newsletter and Bev is sharing specific events with them as well</p>	<p>Ongoing</p>
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Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
<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	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>	<ul style="list-style-type: none"> <li>• Submitted program improvement request to CivicPlus to improve the functionality of our online WebTrac calendar</li> <li>• Sr. Times (ST) Improvement Workgroup meet weekly to improve organization, readability and look of the ST</li> <li>• Working with County graphic designer to implement Workgroup’s recommendations</li> <li>• Some ST Workgroup recommendations have already been implemented in the Fall 2020 ST</li> <li>• Preliminary work has begun on creating a ST submission template and database</li> <li>• ST programmer training planning underway to train programmers to use new ST submission template/database and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Social Participation Leader to reach out to SW representative for the visually impaired regarding low vision aspects of ST.</li> <li>• ST improvement workgroup is ongoing.</li> <li>• Improvements have been made with each edition and new look will be out in the summer.</li> <li>• Currently training the staff on new template and submission.</li> <li>• ST name will be changed to “Endless Possibilities”. Working on how to differentiate from e-newsletter.</li> <li>• Feature Enhancement Request submitted to VSI to enable full event detail display when using the calendar feature on WebTrac (project pending)</li> <li>• ST Workgroup weekly meetings suspended until ST submission template, process and design are completed on backend</li> <li>• Continued work and testing with select staff and IT project manager</li> </ul>	<ul style="list-style-type: none"> <li>• ST workgroup has collected information and been working long-term over the past year on intensive overhaul, more streamlined program submission that will be used for reports, and sending information to graphic designers, more readable and user-friendly format</li> <li>• Training starting on new systems in April</li> <li>• New format will likely roll out in fall</li> </ul>	<ul style="list-style-type: none"> <li>• ST&gt;now Endless Possibilities (EP) Activity Guide graphic design/publisher meetings held to prep for redesign and publishing Fall 2021 edition</li> <li>• New EP larger font, more white space, shorter descriptions</li> <li>• OCIT create an Excel EP submission software for programmers, schedulers, and editors</li> <li>• Held EP software training events:             <ul style="list-style-type: none"> <li>• (1) Dept. overview</li> <li>• (3) Programmer submission trainings</li> <li>• (2) RecTrac scheduler trainings</li> <li>• (1) Editor training</li> <li>• (7) Drop-in work sessions</li> </ul> </li> </ul>
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			<p>to create the ST submission template and process</p> <ul style="list-style-type: none"> <li>• Scheduled ST programmer training on new template and submission process for three dates in Jan. 2021</li> <li>• Working with graphic designer to increase font, white space and user friendliness. New changes slated for the Summer 2021 edition</li> </ul>		
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>Social and Communications WG leaders can reach out to Social WG member (SW who works with those with visual impairments) for help with low vision aspects</p>	<p>OCDOA has been updating the ST design to improve usability</p>	<p>Social WG member (SW who works with those with visual impairments) offered help with the audible version effort if help is appropriate or needed. She recommends a call-in phone recording.</p>
8.1.3c. Drop off locations are expanded.			<p>On hold</p>	<p>On hold</p>	<p>On hold</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	Total page views (hits): 11,141 Top five pages: Aging Main (3728); Sr. Ctr. Programs (1797); Fit Srs. (717); COVID-19 Resources for Srs. (485); and Sr. Times (462)	Total page views (hits): 10,413 Top five pages: Aging Main (3676); Sr. Ctr. Programs (1187); Medicare Asst. (958); Sr. Times (434); and Sr Times/Resource Guide/Newsletter (434) Information pending	New analytic system Piwix to be utilized. Training Pending	Pixix training June 27. Analytic stats to follow
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook “Likes” 583. Up 1.22% from previous quarter	Total Facebook “Likes” 592. Up 1.5% from previous quarter	Total Facebook “Likes” 622. Up 5.07% from previous quarter	Total Facebook “Likes” 631. (Apr 1 – Jun 20) Up 1.45% 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>• Endless Possibilities: 3477 subscribers</li> <li>• Community News for Caregivers: 679 subscribers</li> </ul>	<ul style="list-style-type: none"> <li>• Endless Possibilities subscribers: 3479</li> <li>• Community News for Caregivers subscribers: 681</li> </ul>	<ul style="list-style-type: none"> <li>• Endless Possibilities subscribers: 3483</li> <li>• Community News for Caregivers subscribers: 692</li> </ul>	<ul style="list-style-type: none"> <li>• Endless Possibilities subscribers: 3492</li> <li>• Community News for Caregivers subscribers: 701</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>• RecTrac Projects waiting until upgrades are initiated and completed</li> <li>• RecTrac Power User Group was created and met, deciding to upgrade RecTrac in the Winter 2021</li> <li>• Launched new OCDOA YouTube channel <a href="https://www.youtube.com/channel/UCEEI8ytoBeTy1qB0YGI_0mQ?view_as=subscriber">https://www.youtube.com/channel/UCEEI8ytoBeTy1qB0YGI_0mQ?view_as=subscriber</a></li> </ul>	<ul style="list-style-type: none"> <li>• New YouTube channel</li> <li>• Working with IT to automate OCDOA monthly and daily calendar to post and update automatically with RecTracs</li> <li>• OCDOA and community partners have greatly increased use of virtual programming methods such as GoToMeeting and Zoom since COVID</li> <li>• OCDOA is upgrading ScreenCloud software for public monitor screens. Working with IT to add daily activities on monitors and automating this information to come from RecTracs. Posting to monitors now, but limited views since SC attendees are limited to 1-1 appts.</li> <li>• Friends Boards at Seymour and Passmore Center having conference calls to spread information</li> <li>• Efland Cheeks sends out information about virtual events through email fliers and word of mouth</li> <li>• Prime Time Players is</li> </ul>	<ul style="list-style-type: none"> <li>• Website upgrades in progress</li> <li>• ST submission process</li> <li>• Auto-communication (robo-calling). We can communicate via email, but exploring ways to communicate with folks who don't use email as much such as phone or text</li> <li>• Working with IT to get our information from RecTrac to calendar online which then automatically goes to Screen Cloud and automatically updates information</li> <li>• RecTrac upgrades coming, working with IT</li> <li>• Events newsletter comes out on the third week</li> <li>• Added standing information about Senior Tech classes to listserv</li> <li>• OCDOA YouTube Channel Jun 18, 2020-Mar 31, 2021: Views=1074; Watch Time (hours)=94.2; Subscribers=48</li> </ul>	<p>OCDOA YouTube Channel Apr 1-Jun 21, 2021: Views=1374; Watch Time (hours)=134.3; Subscribers=60</p>
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			<p>doing virtual shows which are uploaded to website and YouTube channel</p> <ul style="list-style-type: none"> <li>• OCDOA started a once a month strictly events email blast</li> <li>• RecTrac/OCIT project created to include</li> <li>• WebTrac County Splash Page for improved look &amp; functionality</li> <li>• Improve ScreenCloud daily activity calendar posting process</li> <li>• Automated website daily &amp; monthly activity calendar updates</li> <li>• Streamline OCDOA Sr. Times submissions &amp; reports</li> </ul>		
8.1.4e. People report they are hearing about events/programming through these sources when they register.		Ongoing	Will explore including a "how did you hear about this event?" question in registration form for calls and WebTrac	Not on our registration forms but discussed asking when people call to register	
<b>Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.</b>					

<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>• July 10, UNC Trauma Talk podcast: <i>Making Seniors Homes Safer: Staying Safe While Social Distancing</i></li> <li>• Sept. 18, WHUP interview with VC 55+ Project EngAGE: <i>End of Life VSED</i></li> <li>• Sept. 23, Aging Matters Radio Show interview with OCDOA Wellness &amp; Communications staff: <i>How to Stay Healthy During COVID and Beyond</i></li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA staff recently featured on Hillsborough radio station</li> <li>• News of Orange has new editor who has agreed to allow OCDOA to add additional information</li> <li>• Local Reporter, a new newspaper, launched an online calendar and OCDOA is sharing events</li> <li>• News of Orange County has agreed to a feature article on OCDOA new and modified programming &amp; services (awaiting interview date)</li> <li>• MAP news release scheduled for Jan 2021 to share major Yr. 3 accomplishments</li> </ul>	<p>Spectrum TV</p>	<ul style="list-style-type: none"> <li>• WCHL and WHUP to interview OCDOA director re: MAP &amp; MAP Survey (date TBD)</li> <li>• Apr 22, News of Orange County feature article, <i>Dept on Aging always there for local seniors</i></li> <li>• Apr 26, NOOC editor, Dale Edwards, talked about above article on WCHL</li> </ul>
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<p>8.1.5b. OCDOA program, service, and resource information is distributed at community events.</p>	<p>OCDOA, 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>• All in person community events were canceled in response to the COVID-19 pandemic.</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA staff presented during a breakout session at a virtual caregiver conference</li> <li>• All in person community events were canceled in response to the COVID-19 pandemic.</li> <li>• Local organizations are collaborating more during COVID emergency response and recovery to help share consistent information and resources. Outdoor Spaces group discussed how to recognize this important work and keep this up for non-COVID issues (health, aging, racial justice)</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA is passing out information through curb-side lunch program</li> <li>• Virtual UNC Wellbeing Expo – Aging Transitions participated</li> <li>• Jewish for Good Aging Conference (event upcoming) – provided materials and advertising event</li> <li>• New EMS outreach – provided Updated flyers with updated covid information, wellness magnets and helpline magnets to EMS to distribute when they go on calls.</li> <li>• Working with EMS to ID homebound seniors for vaccinations and delivering information at the same time – OCDOA, DSS and MOW are IDing folks that they work with, Aging Helpline also referring</li> </ul>	<ul style="list-style-type: none"> <li>• Shared marketing materials at Jewish for Good Aging &amp; Thriving Conf. Promoted conference in the EP e-newsletter (Apr 12-15)</li> <li>• Registered Aging Transitions team to present at Durham VAMC 2021 Virtual Caregiver Support Program 2<sup>nd</sup> Annual Virtual Resource Fair for Caregivers happening July 21</li> <li>• Delivered OCDOA marketing materials for the July 25 Durham VAMC for in-person Caregiver Support Program Resource Fair Drive-Thru event</li> </ul>
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<p>8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.</p>		<ul style="list-style-type: none"> <li>• Welcome packet has been put on hold due to COVID and until we determine what our new “normal” will look like at the centers when we return</li> </ul>	<ul style="list-style-type: none"> <li>• Created a welcome letter for new participants from Director of OCDOA that is tailored for virtual programming. Used in packet passed out during early voting in October and will be updated and used ongoing</li> <li>• Director “Welcome” letter and individual sr. ctr. letters complete. Brochure updates completed as needed.</li> </ul>	<p>Information updated to reflect ongoing changes and modifications of programs and services due to COVID</p>	<p>Information updated to reflect ongoing changes and modifications of programs and services due to COVID</p>
<p>8.1.5d. The number of Project EngAGE graduates is increased each year.</p>			<p>On hold</p>	<p>On hold</p>	<p>On hold</p>
<p>8.1.5e. People report they are hearing about events/programming through these sources when they register.</p>			<p>See above</p>	<p>See above</p>	<p>See above</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 continues to attend monthly/quarterly meetings at CHT and OCPT, and Healthy Carolinians of Orange County – Access to Care Committee, and NC Senior Driver Safety Coalition</li> <li>• OCDOA Transportation Specialist had an introductory meeting with Stroke Support Group facilitator at UNC Health</li> <li>• OC Housing Preservation Coalition has developed a website (<a href="http://www.orangecountync.gov/ochpc">www.orangecountync.gov/ochpc</a>) and has begun conversations with UNC Health to make more direct referrals from their org to OCHPC.</li> <li>• Also see 8.1.1b; 8.1.5b</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA Transportation Specialist continues to attend meetings at CHT, OCPT, Access to Care Committee, and NC Senior Driver Safety Coalition.</li> <li>• Transportation Specialist attended Mobility Management Conversation 10/13/20</li> <li>• Transportation Specialist attended Chapel Hill Annual 2020 Conference 11/11/20.</li> <li>• OCHPC continues to liaise with multiple community organizations, most recently NAACP and OC Environment Commission.</li> <li>• Employment Specialist connected with AARP representative</li> </ul>	<ul style="list-style-type: none"> <li>• OCDOA Transportation Specialist continues to attend meetings at CHT, OCPT, Access to Care Committee, and NC Senior Driver Safety Coalition.</li> <li>• OCDOA Transportation Specialist asked to join Road to Zero Task Force – kick off meeting – 2/23/21</li> <li>• AARP NC Representative now member of Employment Work Group</li> <li>• OCHPC Representatives presented work to Carrboro Town Councils and received positive feedback and appreciation.</li> </ul>	<ul style="list-style-type: none"> <li>• OCHCD provided County-level senior housing data points to support MAP planning process</li> <li>• Identified and contacted 35+ OC church leaders requesting help in promoting MAP 5-year Plan survey</li> </ul>
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<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>• Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter, while in person Events are on hold due to COVID</li> <li>• Employment related events publicized to OC Library patrons</li> <li>• Also see 8.1.1b</li> </ul>	<ul style="list-style-type: none"> <li>• Public Transit options available for voters shared through Endless Possibilities 10/16/20</li> <li>• Continue publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter while in person Events are on hold due to COVID</li> <li>• PiAP website continues to feature Senior Center and community events in aging.</li> <li>• Submitting events monthly to Town of Chapel Hill Housing &amp; Community Development</li> <li>• Community Devl. Mngr., Habitat for Humanity of Orange County, NC: sharing OCDOA info on bi-weekly listserv to ~150 residents and subscribed to our listservs. Crescent Magnolia Senior Housing shares OCDOA info through a CM listserv and posts fliers on their bulletin board</li> </ul>	<ul style="list-style-type: none"> <li>• Working with other organizations to share their events and have our events shared in their newsletters (for example Town of CH newsletter, News of Orange, Jewish for Good Event, Gamblers Anonymous)</li> <li>• Public Transit options available for COVID vaccination rides shared through Endless Possibilities</li> <li>• Continue publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter while in person Events are on hold due to COVID</li> </ul>	<ul style="list-style-type: none"> <li>• OC Senior Games publicized through all Rec and Parks Organizations.</li> <li>• MAP survey distribution enhanced by community groups (Charles House, Carol Woods, neighborhood list servs, MCJC) and governmental agencies (Town of Chapel Hill, UNC PiAP, Retired Faculty Association, Women’s Center)</li> <li>• Becoming Better than Before Webinar Series shared with Employment WG members, library, Durham Tech, NC Biotech, Town of Carrboro, St Thomas Moore e-newsletter, sent to Pastors, Elders, Leaders and key staff of over 30 Orange County churches in Chapel Hill, Carrboro, Hillsborough, Mebane, and Durham. Also posted on LinkedIn, Twitter and Facebook.</li> </ul>
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<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>• Community Center advertising on hold due to COVID closures</li> <li>• Continue to advertise events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs</li> </ul>	<p>Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs</p>	<ul style="list-style-type: none"> <li>• Employment Specialist shared about services and Better than Before webinar in Senior Times and Endless Possibilities e-newsletter</li> <li>• Senior Housing Guide was published and disseminated to multiple community agencies and to the public via Chapel Hill newsletter, Senior Times, OCDOA, PiAP and Affordable Housing Coalition websites</li> <li>• Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs</li> </ul>	<p>Employment Specialist shared about services and Better than Before webinar in Senior Times and Endless Possibilities e-newsletter</p>
<p>8.1.6d. Community center events are posted at senior centers and included in listserv mailings.</p>	<p>OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center</p>	<p>Most in person events on hold due to COVID restrictions</p>	<p>Ongoing through Endless Possibilities bi-weekly e-newsletter</p>	<p>Ongoing through Endless Possibilities bi-weekly e-newsletter</p>	<p>Ongoing through Endless Possibilities bi-weekly e-newsletter</p>

8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant	No longer relevant	No longer relevant	No longer relevant
<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.		Ongoing, completed during registration process (see 8.1.4e)			