

ORANGE COUNTY MASTER AGING PLAN



2017-2018

MAP Implementation Matrix: Year 1

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 1: 2017/18

Outdoor Spaces and 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.

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.

Housing Workgroup

Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.

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 3.6: Support Orange County residents to age in community.

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.

Civic Engagement and 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.

Community Support and 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 6.4: Expand enriching volunteer opportunities for older adults.

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

Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.

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

Communication and Information (cross cutting across all workgroups)

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

Outdoor Spaces and Buildings Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.					
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.					
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 / Advisory Board	Completed: Two OCDOA reps on this Board. Presentation planned on MAP in Oct 2017	Next Intergovernmental Parks Workgroup meets April 11. (This group now meets 2X/year)	Next Intergov Parks meeting will be held week of April 9th. Representative will be presenting workgroup projects including Outdoor Spaces survey results.	Key organization w/in Intergov Parks Work Group agreed to disseminate the survey.
1.1.1b. A survey is conducted specifically dealing with natural areas to assess desires of older adults regarding natural surface trails, amenities, and ways to publicize characteristics of the natural areas.	OCDOA in collab with DEAPR and town planning and Parks/Rec Depts	Survey is in draft form now. Scheduled for distribution by the end of the year.	Survey is finalized and link advertised in Senior Times.	120 responses as April 4th. Survey is still open and will be distributed at Earth Evening event.	28 surveys collected at Earth Evening Event. 344 total respondents to survey. Results to be presented to workgroup on June 27.
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.					
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	OCDOA / VC55+	Town of Hillsborough has asked for volunteer group to tend new gardens in and around parks and Riverwalk	VC55+ sent out request for gardening volunteers. No responses. Will try again.		A second attempt to solicit volunteer help to maintain Hillsborough gardens was unsuccessful.
Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.					
Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.	OCDOA, DEAPR	Birding Walk slated for Spring 2018 with low vision residents, Chapel Hill birders, and UNC OT students	Birding Walk planned for April 17, 8am.	Birding Walk meetings have been well received by participants	UNC City and Regional Planning Intern interviewed to coordinate elder hiking events.
1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.	OCDOA / Comm				
Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.					
Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.					
1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public transportation, such as benches and bus shelters.	OCDOA	Partnership between OCDOA VC55+ and Town of Hillsborough to select volunteer gardeners, Town of Hillsborough, OC Planning and Walkable Hillsborough (citizens group) to get sidewalk from Eno Haven to Passmore Center	Town of Hillsborough has identified funds that could support completion of Eno Haven-Passmore sidewalk. Non-ADA compliant bus stops identified and sent to Transportation workgroup – Attn: GO TRIANGLE.	Town of Hillsborough developing Bird Park at Murray Street Park, intending it to be an active intergenerational project. ADA ramp and steps will be added as entry into River Walk from Weaver Street	Currently in discussion with potential donor to fund more Birding events for people with low vision.

Transportation Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 2.1: Expand availability and improve transportation options for older adults.					
Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.					
2.1.1b. Increased number of volunteer drivers.	OCDOA			2 new drivers	
2.1.1c. Increased ridership.	OCDOA	5 new riders	4 new riders	3 new riders	4 new riders
2.1.1d. Scheduling software is evaluated and purchased.	OCDOA	Researched program used by Wake County volunteer driver program			
2.1.1f. Volunteer Driver Program is included in the Orange County Comprehensive Transportation Plan.	OPT, OC Planning Dept	Current Comp Trans Plan focuses only on development of new roads. May be opportunity to include Vol Driver program in 2030 Comp Plan			
Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.					
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	OCPT, CH Transit	<ul style="list-style-type: none"> More OCPT drivers hired. Efland-Hillsborough route and Orange/Alamance Midday Connector route will expand hours soon. Bus transportation on rural zonal routes to begin soon 	In Late Dec. OCPT started a new fixed route Orange Alamance Connector		
Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.					
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.					

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2.2.1a. Work group meetings are held 4 times per year.	OCDOA	In development.	Planning meeting held Dec. 6, 2018. Report will be made at Feb. with request for individuals to populate committee.	Medical transportation sub-workgroup meeting held 3/25/18	2 nd Medical transportation sub-workgroup meeting held 6/25/18
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.	CHT, OCPT, UNC, OC Health Dept, Piedmont Health				Transit Services are working together to streamline the sharing of eligibility info.
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3a. Education about notification processes and options for assistance in times of emergency is provided to transit dependent older adults.	OCDOA, EMS		Survey of riders enrolled in Volunteer Driver Program conducted to assess emergency readiness.	OCDOA invited to participate in EMS Transportation taskforce.	<ul style="list-style-type: none"> • EMS Task force has not met yet. • OCDOA invited to first meeting of Vulnerable Populations task force.
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					
2.3.1b. Easy to read user guides are published and regularly updated.	OCDOA, OPT, CHT, GoTriangle			"Transportation Guide for Older Adults" updated and soon to be posted on OCDOA website	Transit Option "Decision Tree" reviewed by Med. Transp. workgroup. EZ Rider User Guide published.
2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.	OCDOA, OPT, CHT, GoTriangle		Healthy Carolinians Access to Care Committee, working on transportation kiosk placements at OC Health Dept. and OC DSS offices.	CHT and Heathy Carolinians working on Info Kiosks along with TDM Coordinator	

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<p>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.</p>	<p>OCDOA</p>	<p>Classes held this quart:</p> <ul style="list-style-type: none"> • Bus Riding 101 (11 attendees) 	<p>Classes held this quart (19 attendees):</p> <ul style="list-style-type: none"> • Bus Riding 101 • Uber/Lyft • Techniques for walking with a person who uses a walker or a cane. 	<p>Classes held this quart:</p> <ul style="list-style-type: none"> • Bus Riding 101, held 1X each at CH and OC Libraries (12 attendees) 	<p>Classes held this quart (20 attendees):</p> <ul style="list-style-type: none"> • Bus Riding 101, held at both Senior Centers and Brookshire Independent Living – Hills. • 4 Lyft and Uber mini classes offered as part of the Seymour Tech. Expo

Housing Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.					
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.					
3.1.1b. A list of state and local polices to target is created and changes are recommended.	OCDOA, with support from OC and town Planning Depts		Housing workgroup began identifying policies that hinder build out of senior-preferred housing models. Plan to complete policy review at April meeting.	Affordable Housing Summit held on Feb 23 rd with focus on barriers and solutions to affordable housing development throughout the county	Summit report ready for public by end-July 2018.
Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).					
Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.					
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate, <i>such as Habitat for Humanity</i>	OCDOA / Advisory Board	Orange County and Partnerships in Aging provided support letter to County Commissioners. Habitat received 1 st phase bond monies	Presented senior affordable housing issues to Carol Wood's Board of Directors	CH Town Council passed another Affordable Housing Bond referendum that could affect 400 new affordable housing units. Greenfield Commons phase 2 should provide more senior affordable units in fall.	Presented the case for senior affordable housing to CH Town Council as they considered the bond referendum.

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3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA / Advisory Board, OC Housing Dept	Working with Jackson Center to create intergenerational (students/elders) housing in the Northside neighborhood.	Model for Northside intergenerational/ supportive housing is developed. Chapel Hill officials contacted to explore funding opportunities.	Northside project may be in line for a Blue Cross/Blue Shield community building grant	Full proposal to BCBS due July 13. Funding would be to create living learning household in aging and eldercare home in Northside. Partners = Jackson Center, Charles House, Partnerships in Aging, Self Help Credit Union and Piedmont Health
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	Triangle J Council of Governments has developed and will share a tool for optimal site locations. OC Planning presented mapping overlay for site identification in OC	Chapel Hill's DHIC project on Legion Road (Greenfield Commons 55+) has broken ground. They have requested additional funding from Chapel Hill's Affordable Housing Reserve.	Plans are developing for the 164 acre Green Track, a collaborative project between County and towns of CH/Carrboro, will include affordable housing elements	On June 8, the Affordable Housing Coalition hosted a Bus Tour for elected officials and providers of Affordable Housing in Orange County.
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	Settler's Point, Pocket Neighborhood and Carrboro mixed use development consulted with OCDOA this quarter	OCDOA met with Settler's Point Developers to dissuade them from building a CCRC on this otherwise industrial property. Success!		OCDOA invited to attend exploratory meeting between Community Home Trust, DHIC, and Piedmont Health re: new supportive housing.
Objective 3.3: Modify and repair existing housing for safety and accessibility.					
Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.					
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 Planning, OC Housing Departments		Housing reports that this is in the works within the department, but has not been achieved yet.		Goal Completed. OC Housing has implemented a rotating vendor list for contractors for Urgent Home Repair.

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3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments		OC Planning continues participation in OC Home Repair Coalition and is open to hearing ideas regarding planning changes.		
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.	OC Housing Department				Orange County Housing and Community Development has implemented new contract vendor list for Urgent Home Repair.
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA		2 nd meeting of work group is held on 12/8. Discussion of MOU and use of Airtable as collaborating method. Third meeting is held on 1/13 to work toward MOU. Further discussion of Airtable use, and decision to create decision trees.	Continued discussion of referral processes and development of Eligibility Criteria Chart.	Home Preservation Coalition Members discuss wait lists and clients during each meeting. (e.g. In July meeting, RTT removed one client from list because Habitat informed RTT the repair had already been completed.
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	OC Handy Helpers changed policy to categorize and prioritize accessibility and safety repairs. Will continue to track data.		OC Housing may start to track this next year. Habitat, RTT, and Jackson center were looking into how they might report this information to OCDOA.	Habitat (over the past 3 years) is increasing capacity to complete more accessibility and critical repairs such as tub/shower renovations and ramps.

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3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.	OC Fire Marshal, Town Fire Departments		No responses from outreach.	Discussion with Emergency Services regarding Speaking at Fire Chief's meeting to further this goal.	OC Fire Marshall spoke at fire chiefs meeting. Recommendation was made to talk with individual fire chiefs regarding involvement. OC Housing planning to host "Housing Briefings" at rural fire stations.
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA		Consideration of providing workshop for managers of local housing facilities.	Meeting held with OCDOA OTs and Habitat Staff regarding new Senior Housing Project.	OCDOA OTs continue to consult with Habitat.
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.					
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.					
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	Organizing Extravaganza Oct 9 and Nov 18	Planning in progress for next AIC event in June. Topic: Retiring with Intention	Event in process	June 21 event to feature John Eckblad, PhD speaking on: Budgeting is Beautiful! 87 attendees. 3 day follow up workshop offered in Nov. 2018
Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.					
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC Planning Department				

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3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.	OC and Town Planning Departments		OC Planning Department has been reached out to regarding developing these programs.		
Objective 3.6: Support Orange County residents to age in community.					
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.					
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA		OC Housing was given funding for two new positions. One position's responsibilities will include coordination of Home Repair Coalition	OCDOA has applied for federal ACL Falls Prevention grant to potentially fund this position. Funding from Housing may not be an option.	Did not receive ACL grant. Housing does not have position to take on these responsibilities. OCDOA OT will continue coordination.
Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.					
3.6.2a. Network of repair/remodel organizations is developed.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		Second (Dec 8 th) and Third (Jan 12 th) meetings of the OCHRC are held. Dec 8th <ul style="list-style-type: none"> Attendees: 10 Orgs: 7 (3 new) Jan 12th <ul style="list-style-type: none"> Attendees: 7 Orgs: 4 	MOU has been drafted and is being taken to member organizations for feedback from Directors. Current Members are: OCDOA, Habitat, RTT OC Housing, Jackson Center	MOU on hold until further notice. Confidentiality Agreement has been signed by RTT, Habitat, OCDOA, Town of Chapel Hill. Each organization will be including language in their application to allow for referrals.

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3.6.2b. Collaboration coordinator is selected.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		Discussion of coordination platform will follow Memorandum of Understanding development.	Airtable is strongly being considered. Database model has been developed and demoed for group. Incorporated Airtable as coordination program in MOU. Expectations for Database use were also included in MOU draft.	Coordination will continue to occur in the meetings. Airtable on hold.
3.6.2c. Representative from each organization is designated to network.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		MOUs to be developed further to determine responsibilities of each org.	Each organization of the Home Preservation Coalition has agreed to include in the MOU a designated representative responsible for being at or identifying someone from their organization to be present during meetings.	Continued participation from RTT, Habitat, OC Housing, OCDOA, and Jackson Center
3.6.2d. Referrals are increased across organizations.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		3 specific cases were discussed in OCHRC meeting on Dec 8 th . 5 Specific cases were discussed in Jan 12 th meeting.	Meetings on Jan 12 th , Feb 15 th , Mar 21 st <ul style="list-style-type: none"> • Cases continue to be discussed in OCHPC meetings. • Developed Eligibility Criteria Chart for OCHPC members. Will make available to each organization and further service providers. Not available to public. 	Goal for year two is to more appropriately track this information.

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3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		Decision Trees developed to assist referral process to appropriate organization.	Decision Trees developed to assist referral process to appropriate organization. Continued discussion regarding how to best coordinate multiple orgs working on one project. Further developed Airtable database to meet the needs of each organization.	Goal for year two is to more appropriately track this information.
3.6.2f. More comprehensive repairs are provided to residents.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal		Memorandum of Understanding (MOU) and decision trees are being developed within workgroup to develop effective collaboration methods	MOU has been drafted and is being taken to member organizations for feedback from directors.	Goal for year two is to more appropriately track this information.
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal			Literature Review is being conducted by SW intern regarding outcome measures and home modifications.	Literature Review regarding home modification, falls, and home safety completed
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal				Rental Repair funds have been identified through HOME funds in the OC Housing Dept. However these are not accessible to individual landlords or tenants.

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3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.	OC Planning, Housing, Health Depts, SALT, Habitat, OC Fire marshal				

Social Participation and Inclusion Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.					
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 / Senior Centers	PO in progress	<ul style="list-style-type: none"> Assistive Listening Devices are available at the Senior Centers CapTel Phones to be installed at Senior Centers. 	<ul style="list-style-type: none"> Assistive listening devices now available for use in additional classroom settings per center. AT available at the library, including listening devices. CapTel phones to be installed by end of April. 	DME loan closet in online inventory system
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.	OCDOA / Senior Center		Work with NC Assistive Technologies to determine we need CapTel Phones. Phones to be installed at Sr Ctrs.	CapTel phones to be installed by end of April.	CapTel phones to be installed soon. Working to move phone lines.

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4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA, with support from OC Health Dept and El Centro	<ul style="list-style-type: none"> Latino Cooking group Dept Rep to Building Integrative Community Project 	Estate Planning offered in Mandarin and English	<ul style="list-style-type: none"> Issues of Faith now in Mandarin. Planning for multi-language at Faith events 	
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
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 / Advisory Board	<ul style="list-style-type: none"> Architect selected for SHSC campus (includes Seymour Center) Passmore Construction to begin in Nov 2017 	<ul style="list-style-type: none"> Passmore Center – Bids received 12/17 – Contract awarded 1/23/18 Preconstruction Mtg – 2/13/18 Seymour Ctr – Meeting with Architect 2/6/18 	<ul style="list-style-type: none"> Passmore Construction started 2/27/18, with completion date 8/27/18. Adding signs for spaces reserved for individuals with mobility devices at Passmore (already at Seymour) 	<ul style="list-style-type: none"> Passmore: construction under way – more than half way completed. Seymour expansion: Phase I documentation Winter 2019. Bidding/construction Winter 2020. Efland Cheeks: Discussions to enclose shelter. Plans for new community center.

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4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA, in partnership with OC & town community centers, libraries, schools, parks and rec	<ul style="list-style-type: none"> • ECCC/CG/FB Manley AF Exercise Class • Falls Prevention/ Family Info.(Signature Health) • ECCC Tea/Brunch/ Bingo (Info. Session) 	<ul style="list-style-type: none"> • New Tech classes offered regularly at the OC Library • UNC Nursing Students working at the Adult Day Health program 	<ul style="list-style-type: none"> • Efland Community Center– PE Falls Prevention Strong and Independent Academy, AF low impact exercise, NC Coop Ext -nutrition program, UNC Highway Safety Research /driving program • Line Dancing into Silver Sneakers program, • Seymour Center-Zumba classes (soon) through ACO • Dementia Education classes in community locations: CH library, OC library, YMCA, UNC Wellness Center, Efland-Cheeks (Fall 2018) 	<ul style="list-style-type: none"> • Falls Prevention Academy at Efland Cheeks. • Low Impact Exercise at Efland and Cedar Grove • Falls Prevention for Cedar Grove planned for Fall. • Dementia Education at Library, planned for Efland. • Planning for sign language classes. • Inter-generational programming now listed specifically in Senior Times. • Fire Prevention Program (from Habitat) at Efland Cheeks. • Med Lock-Box Givaway
4.1.2c. More people participate at the senior centers.	OCDOA / Senior Centers	2636 –FY 15/16 4222 –FY 16/17 60% increase		Growing numbers: PrimeTime Players, early voting, Brain Health Academy etc. are bringing in new faces	9% increase over the previous FY.
Strategy 4.1.3: Create more opportunities for intergenerational programming.					

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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 / Senior Centers	Senior Tech Info Expo held in Oct 2017	<ul style="list-style-type: none"> • Intergenerational pottery and craft classes (Passmore) • Tech Knowledge – Saturdays (Seymour) 	<ul style="list-style-type: none"> • Technology Expo – April 28 • Project Engage planning intergenerational SRT, potential involvement with girl scouts • NEW ST section on MultiGen Programs 	Inter-generational planning scheduled for Fall 2018.
<p>4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).</p> <p>4.1.3c. More young people are involved in senior center programming.</p>	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Town CH /Summer Youth Employ Program • UNC Apples • Civil Air Patrol • Cedar Ridge Chorus • Campus Sororities • CH/Carr Schools 	<ul style="list-style-type: none"> • The Arc of the Triangle • OC Schools • OC Sherriff • UNC Dental Students • OC SportsPlex • OC EMS 	<ul style="list-style-type: none"> • UNC Dental Hygiene Students. • VC 55+ on CHCCS volunteer opportunities list • SALT • CH Police 	<ul style="list-style-type: none"> • OC Sherriff's office • OC Schools • VC 55+ on CHCCS volunteer opportunities list • Insight – substance use prevention org (with Freedom House) • Plan for year 2: Family Success Alliance (VITA, bookend caregiving) • Community Health Grant: supporting older adults living with chronic conditions (possibility for offering in Spanish/English) • Efland – nutrition program through Coop Extension. • Efland community garden
Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.					

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4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA / Senior Centers			Senior Games – 1 Wellness – increase in applications Seymour - 2	Wellness – expecting more scholarships for Winter/January
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA / Senior Centers	On-going	On-Going	On-going	On-going
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Low-vision training for OCDOA staff • Mental Health First Aid class offered 	<ul style="list-style-type: none"> • CPR Class • Racial Equity Training – OC Cares 	<ul style="list-style-type: none"> • Cardinal Innovations & Healthcare – Stigma Trainings - Member and Community Engagement have training catalogs • Latinx Training workshop 	<ul style="list-style-type: none"> • Planned for year 2: Dementia, LGBTQ
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 / Senior Centers		Investigating OC Policy and Guidance for Languages	<ul style="list-style-type: none"> • Senior Centers, AT – one stop shop, and VC 55+ brochures translated in Burmese, Karen 	<ul style="list-style-type: none"> • Brochures have been translated. Working to print soon. • Passmore- additional signage outdoors discussed (way-finding, no-smoking)

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Asian (Passmore) • Latino (Seymour) 		<ul style="list-style-type: none"> • New SRT for LGBTQ • Sherriff planning Community Watch in Habitat/Efland neighborhoods, • potential for connections w/ Bilingual Attorney with Sherriff's office • Outreach to school systems for multi-generational families to be investigated • Spanish-speaking Zumba groups 	On-going
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Low-vision Training at "All Staff" meeting • Assistive listening devices ordered 	<ul style="list-style-type: none"> • Assistive listening devices in use • improvements to accessibility along walkways at front and rear of both Senior Centers included in upcoming renovations/ expansions • ADA compliance w/ indoor stairway at Seymour • ADA compliance w/ front desk - Passmore • Bird Listening for Low Vision Group • Captel phones added 	<ul style="list-style-type: none"> • Promoting access line (24/7, for mental health crisis/ challenge) and spreading word about mental health challenges, disparities, etc. • Accessibility of front desk improved, will address expansion gaps in sidewalks (Passmore), curb cut at front (Seymour) with new construction 	<ul style="list-style-type: none"> • ADA accessibility assessment revisited at Efland – comfort height toilets installed, will change lights in restrooms • Cardinal Mental health Helpline – will come speak at OCDOA AllStaff Meeting
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
<p>5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).</p> <p>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.</p>	OCDOA, OC Health Department		<ul style="list-style-type: none"> • Seymour Ctr to hosted Community • Conversations for foreign-born residents 1/16/18 – 50 + in attendance • staff attend Refugee Coalition mtg. • Dementia Edu to Latino Social club 	<ul style="list-style-type: none"> • Org mtg for Programming for Latinos – 3/8/18 • representation on refugee coalition • brochures translated • Feedback from caregivers of people with dementia (including survey) 	Community dementia support survey completed, 110 respondents
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Food safety (Mandarin)	<ul style="list-style-type: none"> • Estate Planning offered in Mandarin • On-going Latino Social Club • Health Safety offered in Mandarin (SC & PS) 	<ul style="list-style-type: none"> • brochures translated • movies in additional languages • 'Issues of Faith' in Mandarin • New Zumba classes in Spanish 	On-going
Strategy 5.1.4: Improve accessibility within the senior centers.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.	See 5.1.1e	See 5.1.1e	See 5.1.1e	See 5.1.1e	See 5.1.1e
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA / Senior Centers		Senior Times includes Transportation Specialist announcements	Transportation Specialist available for CHT, OCPT, volunteer drivers, etc. access	On-going publication of the info about the Transportation Specialist in the Senior Times.
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Friends of the Kitchen Table • Tea Brunch Bunch (ECCC) • Sew What group • Cooking/share a meal groups 	<ul style="list-style-type: none"> • Afterhours New Comers Social • English High Tea planned • Military Spouse's Appreciation • Friday Night Movies • Booster Club • Sporting Events Groups • Cross Cultural Cooking Class (Asian Cooking) 		<ul style="list-style-type: none"> • Efland Striders (12 members, 100+ miles in 3 weeks!) • Depression Support Group for Fall 2018 • New Seymour Connections Program
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA / Senior Centers		<ul style="list-style-type: none"> • Nu-Step contest • ↑Personal Trainer contacts • ↑one-on-one w/ Ctrs Meet & Great 	<ul style="list-style-type: none"> • ↑One-on-one space at Passmore w/expansion 	<ul style="list-style-type: none"> • Cardio Contest • 'Living Room' in alcove at Seymour • Wellness student offering personal training • New Seymour Connections Program

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
5.2.2e. A welcoming program is created at senior centers for new members.	OCDOA / Senior Centers	<ul style="list-style-type: none"> • Senior Times 101 mentoring program • Buzz Table • Creating new volunteer greeter team for Seymour Center 	<ul style="list-style-type: none"> • Volunteer Greeters being recruited for Sr Ctrs • ↑One-on-one w/ Ctrs Meet & Greet 	<ul style="list-style-type: none"> • Volunteers for new Kiosk/fob systems will • Evolve into new Greeter programs • ‘After Hours’ Newcomer Social coming soon 	<ul style="list-style-type: none"> • Wellness ambassador program • Efland: summer welcome ambassador from Cedar Ridge High School
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 / Senior Centers			Coming soon!	Coming Soon!- Fall 2018
Objective 7.1: Increase awareness and use of available health and wellness resources.					
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.					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations), as <i>funding and volunteers are identified</i>	OCDOA / VC55+ / Wellness	<ul style="list-style-type: none"> • ECCC/CG/ME-AF Exercise class • MoB EB education program • volunteers identified for EB training/classes • walking programs 	<ul style="list-style-type: none"> • Classes/Programs set with UNC and Duke – Falls Prevention and Chronic Disease Self Management at Senior Centers • Falls Prevention planning – Community Ctrs 	<ul style="list-style-type: none"> • Falls Prevention at Efland Community Center • Dementia Education offered at community locations, including libraries, YMCA 	<ul style="list-style-type: none"> • Urban Line Dancing • Low Impact Zumba • Men’s health Educational Seminar • Men’s/Women’s Health Symposium planned for Fall 2018 • New Wellness Ambassador • Cardio Contest
7.1.1b. Participation in health and wellness programs is increased.	OCDOA / Wellness		<ul style="list-style-type: none"> • ↑ in memberships to Seymour Fitness • ↑-Personal Training appts 	<ul style="list-style-type: none"> • increase in fitness at Seymour • Fitness Open House planned • (Efland Striders Club) 	<ul style="list-style-type: none"> • increase in physical function screens (more providers offering) • Fitness Studio numbers up • Cardinal can offer mental health or alcohol screenings

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
7.1.1c. More “baby boomers” attend OCDOA health and wellness programs.	OCDOA / Wellness		<ul style="list-style-type: none"> • ↑ boomers in evening yoga • OC Wellness connect to county offered day-time fitness for employees 	<ul style="list-style-type: none"> • in progress • planning for Zumba to attract baby boomers 	<ul style="list-style-type: none"> • ↑ number of boomers
7.1.1f. Marketing campaign is conducted targeting older adults in different life stages.	OCDOA / Wellness	<ul style="list-style-type: none"> • dialogue with UNC Partnership in Aging for a student 	<ul style="list-style-type: none"> • Interviewing for Wellness Intern to assist with this project with the UNC Partnerships in Aging 	<ul style="list-style-type: none"> • Program Asst hired (UNC Partnerships in Aging) • Fitness Information session in University Place 	Wellness interest day – 40 people at Seymour and enrolled 1 new person same day. Offered nutrition info with health department, offered info about all Wellness programs to seniors
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA / Wellness in partnership with Cardinal Innovations, NAMI, UNC Health Care, libraries	<ul style="list-style-type: none"> • Mental Health First Aid offered at Sr. Ctrs. 	<ul style="list-style-type: none"> • Essential Oils programs offered • Nami Support Group currently meets at Seymour (on-going) • Music Therapy for Parkinson’s Disease (on-going) 	<ul style="list-style-type: none"> • Brain Health Academy April– Passmore Ctr • planning for the fall w/ Cardinal Innovations • planning for depression support group (NAMI?) (Silver Minds) 	<ul style="list-style-type: none"> • Mental Health First Aid provided by Cardinal Innovations @ Passmore - Fall
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA / Wellness, in partnership with Cardinal Innovations, NAMI, UNC Health Care			<ul style="list-style-type: none"> • Cardinal Innovations reminded/shared training opportunities for the public with OCDOA Staff & 2/6/18 presentation to SALT/staff re: Cardinal, access information • Mental Health SRT 	

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
7.1.2e. Healthy IDEAS program is provided at the senior centers.	OCDOA / Wellness, in partnership with UNC, Cardinal Innovations			Available through Aging Transitions	Offered as an on-line training

Civic Participation and Employment Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.					
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.					
6.1.1a. Program plan is created, outlining best practices, action steps, and implementation timeline.	Employment Collaborative	July 31, created and approved <i>(available on the OC DoA S: drive)</i>			Review, determine changes needed for coming year
6.1.1b. An Older Adult Employment Specialist position, housed at the OCDOA, is funded to coordinate work of the Older Adult Employment Collaborative, champion older adult employment interests, and work directly with job seeking older adults.	Employment Collaborative	Role filled, started July 1, 2017			
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	Employment Collaborative	In development	OCDOA Employment Specialist assuming responsibility for information dissemination. Webpage, flyers, presentations being developed	Created flyers, prepared list of Webpage information needed; developed presentation formats	Develop content copy for orangecountync.gov, Online Services: under Employment and Senior Services

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.	Employment Collaborative	Meetings held with more than 30; Ongoing, all options being addressed	Meetings/phone calls conducted with 145 persons	Status reports each month	July 2017 -- June 2018, had 304 meetings, phone calls, emails, or individual sessions with job seekers
Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.	OCDOA, Public libraries		Specific subject classes now offered on first Wed and Fridays of the month at the Senior Centers. <ul style="list-style-type: none"> • LinkedIn for Mature Professionals / Jobseekers • Networking for Mature Professionals / Jobseekers 		<ul style="list-style-type: none"> • Offering more classes at Seymour and Passmore • Adding classes at OC Libraries, and Community Centers
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					
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 Chambers of Commerce	Being developed DSS offered one in Sept.	Special event being developed w/DTCC at the Orange County campus	Target date for first event: late May/early June 2018	Complete Job Search Fair plans for August 1 st event at DTCC Hillsborough campus
Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.					
Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.					
6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.	Employment Collaborative	Being Developed. Target date: January 2018	Rough draft presented at quarterly meeting on 1/29/18	Resource Guide finalized. Dissemination of guide started.	Distributing to Senior Centers, Libraries, Comm. Centers, and more
Objective 6.3: Promote the value of an experienced workforce to local employers.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
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.					
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.	OCDOA, in collaboration with AARP, Chambers of Commerce, OC Econ Development	Being developed	Being developed; will test in March	Formative research and design developed and tested with Collaborative. Implementation Plan being developed	Developing plans and presentations to OC employers

Community Support and Health Services Workgroup

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 7.2: Expand services to help older adults age in their homes and communities.					
Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	May need budget proposal to absorb OC CARES services	Discussions are in process to evaluate what services/positions from OC CARES can be absorbed into existing staff capacity	OC CARES intends to absorb three staff members onto AT. Team is brainstorming regarding Memory Care and respite program	OC CARES intends to absorb three staff members onto AT. Team is brainstorming regarding Memory Care and respite program
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	May need budget proposal for EMS-based coordinator		OCDOA and EMS applying for federal falls prevention grant	Grant not successful; however, still an active program. Uses 3 active paramedics that participate once a week. Able to capture referrals via MIH and from incoming calls received into the center. Each week those identified are called and encouraged to participate in the home visits.
7.2.1c. More older adult patients are served in their home settings through medical outreach programs like REACH and Doctors Making Housecalls.	UNC Health Care, Piedmont Health		Currently expansion of the PACE program is on hold per legislature	ACO and EMS collaborating on potential partnership regarding response to congestive heart failure	PACE program: <ul style="list-style-type: none"> • 186 Burlington participants • 137 Pittsboro participants • Only 43 residents are from OC. • No capacity in Burlington • about 35 openings in Pittsboro

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
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				Beginning in July, Remembering When: fire and home safety prevention program that will be implemented with the home visits. Will take effect in year 2
7.2.1e. Educational programs are provided at the senior centers yearly to increase awareness and use of technology for home safety.	OCDOA / Senior Centers	All-day Technology Expo to be held Oct 21 st at the Seymour Center	<ul style="list-style-type: none"> • First Tech Expo in October was a huge success • Next tech expo is scheduled for spring 2018 	Tech expo was held in spring 2018	
Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.					
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.	OCDOA / VC55+		<ul style="list-style-type: none"> • Possible resource pool identified: local CCRCs • Exploring a possible pilot in summer of 2018 	Subcommittee formed to plan pilot project	Subcommittee continues to explore pilot project; possibly hiring MPH student to assist this Fall.
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA with UNC Health Care	Pilot being discussed – will either use Community Approach or Memphis model.	<ul style="list-style-type: none"> • Piedmont Health identified as possible contributor/partner to the Faith Outreach initiative • PACE identified as presenter for the next Faith Outreach Breakfast 	PACE and Piedmont Health will be the presenter at upcoming Faith Outreach breakfast	Faith Outreach breakfast was held in June 2018

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
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+	Pilot program may be created via VC55+ Friend to Friend service	<ul style="list-style-type: none"> • Small work group was formed in January 2018 to discuss the development of this new service • A second work group meeting scheduled for February to discuss possible policies/volunteers/ requirements • Meeting scheduled with All Good Things Durham non-profit Representative Payee Program 	Met with stakeholders. Will continue to research and analyze best program implementation	<ul style="list-style-type: none"> • Project EngAGE member is leading the efforts to research best practices/ procedures/ development for this project. • Looking into the possibility of hiring MPH student to assist with the development of this project this Fall
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	Policies are being reviewed. Protocols being developed to receive direct referrals from SALT, med providers, and concerned neighbors	<ul style="list-style-type: none"> • SALT volunteers may now complete referral forms and have recipient sign form to allow AT to initiate contact • New methods are being introduced to allow ease of access for receiving services for those living with Dementia 	Referrals continue to come from SALT, care manager, Helpline, and direct referrals	Referrals continue to come from SALT, care manager, Helpline, and direct referrals
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	12+ ramps built this quarter with assistance from local churches and other volunteers. Wait time is 1-3 mos.	<ul style="list-style-type: none"> • During first 6 months a total of 76 Handy Helper jobs were completed • approximately 10 ramps were built 	10 ramps built during quarter. Program is a part of Orange County Home Preservation Coalition.	Need update from Archie for HH
Strategy 7.2.3: Emergency preparedness education reflects and incorporates the needs of older adults.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
7.2.3b. Issues specific to older adults are included in crisis intervention team training.	ES, Health Dept, Sheriff's Dept, Town Police Depts				
Objective 7.3: Improve collaboration between medical providers and OCDOA.					
Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.					
7.3.1a. At least one collaborative project is created between the OCDoA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.	OCDOA / AT and UNC Health Care (Senior Alliance)	UNC's NowPow community resource now available for use by OCDoA.			<ul style="list-style-type: none"> • Connected with the NowPOW system (builds and maintains a list of care resources) • possible pilot program patient/client facing program using kiosk system
Objective 7.4: Address the problem of food insecurity among older adults.					
Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.					
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA Advisory Board	OCRA is encouraged to join Council in Year 1			
Strategy 7.4.3: Increase awareness of food services for older adults.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.	OCDOA, DSS IFC OCIM, OCRA	#s in Commodity Food Program continue to grow; now exceeding 100	<ul style="list-style-type: none"> OCRA, now officially a Meals on Wheels affiliate, has delivered a total of 2870 meals OCDOA CSFP currently serving 130 participants throughout Orange County CSFP has 3 distribution sites (Carrboro/CH/ Hillsborough) the Hills. location is also serving the Cedar Grove and Efland Cheeks communities 	Commodity Food Program continues to grow, and has partnered with Efland Cheeks and Cedar Grove as are distributor partners.	Commodity Food Program continues to grow, and now has 196 participants. Efland Cheeks and Cedar Grove are distributor partners.
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.					
Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.					
7.5.1a. Increased number of village groups in Orange County.	OCDOA	Project EngAGE Neighborhood Connections SRT continues to support and nurture new and developing neighborhood village groups	<ul style="list-style-type: none"> NC SRT has produced a "How to Age in Place" Guide Several SRT members have given presentations/talks to other communities on how to create their own committees 	"How to Age in Place" guide is completed, workgroup will meet to discuss distribution.	Planning to distribute "How to Age in Place" guide at table events in front of libraries and farmers markets this Fall
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.					
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.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
<p>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.</p> <p><i>(includes all indicators)</i></p>	<p>OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC</p>	<p>Project EngAGE End of Life Choices SRT held two-part series in October on essential end of life documents: “Death Documents Dues & Don’ts,” covering medical, legal and educational perspectives (55 attendees), and follow-up workshop to complete The Five Wishes (20 attendees); 100 Five Wishes booklets distributed.</p>	<p>Preparing to offer several EOL events at the Passmore Center over the next quarter</p>	<p>“How to Talk to your Loved Ones and Doctors about Death and Dying” event will be held June 7th</p>	<ul style="list-style-type: none"> • “How to Talk to your Loved Ones and Doctors about Death and Dying” event held June 7th with ~35 attendees • “The Conversation Project” groups being planned for Fall 2018 (scheduled for October 2018)
<p>Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.</p>					
<p>Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education</p> <p><i>(includes all indicators)</i></p>	<p>UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS</p>				<p>Emergency Services & UNC partnership provided funding for first 100 bracelets to complete the DNR-bracelet pilot project with a Group of 10 individuals at Carol Woods. Project should go completely live at CW in August</p>
<p>Objective 6.4: Expand enriching volunteer opportunities for older adults.</p>					
<p>Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.</p>					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults. <i>(includes all indicators)</i>	OCDOA / VC55+	4 th Project EngAGE class (with 11 members) began in Sept.; will complete training in Dec.	<ul style="list-style-type: none"> • During the 1st 6 months of this FY, VC55+ enrolled 42 new volunteers, with a total of 290 active volunteers • Project EngAGE now has 52 graduates 	Project EngAGE class four developed 5 new SRTs.	Creating new volunteer visiting opportunity at Signature Healthcare nursing home, launching in Fall (visiting F2F program specifically for LTC facilities)
Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.					
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+	By the end of the year, SALT will make over 9000 senior contacts, Handy Helper will have completed over 100 repair jobs and Vol Driver program will have doubled in volume over last year; new volunteers recruited for each program.	<ul style="list-style-type: none"> • Friend to Friend has 5 active partnerships • Handy Helpers has completed approximately 890 hours of volunteer jobs (76 total jobs/10 ramps) 	SALT and OCRA visiting 275 adults. VC 55+ intends to create more intergenerational opportunities.	SALT and OCRA visiting 275 adults. VC 55+ crating more intergenerational opportunities by working with local high schools, and through new Intergenerational SRT
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+	Friend to Friend program expanded to nursing homes . Project EngAGE Falls Prevention & Health Promotion SRT holding three-part series at Signature Healthcare (Sept – Nov) to better integrate its residents/ family members into OC aging services.	Falls Prevention & Health Promotion SRT will be holding a 3-part series at the Efland Cheeks Community Center (beginning in April)	Falls Prevention series will be held at Efland Cheeks Community Center	Falls Prevention series held at Efland Cheeks Community Center from April - June
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.					

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA / AT, DSS	AT team is working with individuals as they are identified.	On-going	Ongoing	Ongoing
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.					
Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.					
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	OCDOA / VC55+	VC55+ staff met with staff from Signature Healthcare to identify volunteer opportunities there	Persons living in LTC facilities eligible for Friend to Friend matches through VC55+ there	New Project EngAGE Long-Term Care SRT formed	Project EngAGE Long-Term Care SRT forms partnership with Signature Healthcare nursing home
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	OCDOA / VC55+	VC55+ working with Signature Healthcare to identify residents wishing to participate in the Friend to Friend program. OCDOA Transportation Spec helping Signature residents to use Easy Rider to access community events		New Project EngAGE Long-Term Care SRT formed	Project EngAGE Long-Term Care SRT forms partnership with Signature Healthcare nursing home
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	New advocacy roles being discussed in CAC meetings	Nursing Home CAC creating list of questions that could be asked during visits, related to activities and considering what “well-being” means in a LTC facility	Members will work with CACs to advocate for more and better activities and use of community volunteers.	

Communication and Information (cross cutting across all workgroups)

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.					
Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.					
8.1.1a. Comprehensive list of liaisons is created and maintained.	OCDOA	OCDOA has identified over 150 faith based organizations, and collected specific liaisons for more than half.			Have identified eight medical office liaisons.
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, Partnerships in Aging Program(PiAP)	Partnerships in Aging Program Director posts OCDOA events on Website			<ul style="list-style-type: none"> • OCDOA staff shares OCDOA events with OC Health Dept., OCPL, CHPL, and DEAPR • SHIIP coordinator & volunteers share Medicare events and information with medical offices & pharmacies • OCDOA distributes aging-related resources and events through quarterly faith outreach breakfasts and email lists; faith-based liaisons share information with their congregations
8.1.1c. Information is distributed at least quarterly to designated liaisons.	OCDOA	See 4.1.3b/c	See 4.1.3b/c	See 4.1.3b/c	See 4.1.3b/c

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
8.1.1d. Liaisons are created with non-English organizations.	OCDOA	See 4.1.3b/c and 5.1.2a/b	See 4.1.3b/c and 5.1.2a/b	See 4.1.3b/c and 5.1.2a/b	See 4.1.3b/c and 5.1.2a/b
8.1.1e. Liaisons are created with neighborhood groups.	OCDOA / VC55+	Project EngAGE Neighborhood Senior Resource Team is comprised of several Orange County neighborhoods, organized into aging in place communities. Neighborhood groups disseminate aging related resources within their communities.	Continuing	Continuing	Continuing
Strategy 8.1.2: Make OCDOA communications available in a variety of languages.					
8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.	OCDOA				Press releases go to Spanish language media outlets, El Centro, UnaVision, La Connexion UA, Que Pasa Media, La Noticia
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					
8.1.3a. Print versions of the Senior Times are in larger print and with less information.	OCDOA	Began July 2017			
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.	OCDOA				This has been explored, but we do not have the technology to convert the documents in a cost effective way.

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
8.1.3c. Drop off locations are expanded.	OCDOA				Drop off locations were expanded this year by 5%.
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	Total Sessions (Hits): 7,552. Top 5 pages: <ul style="list-style-type: none"> • Aging Homepage: 2,891 • Sr. Ctr. Programs: 1,833 • Sr. Times & Resource Guide: 381 • Locations & Hours: 341 • Aging Services: 307 	Total Sessions (Hits): 7,431. Top 5 pages: <ul style="list-style-type: none"> • Aging Homepage: 2,761 • Sr. Ctr. Programs: 1716 • SHIIP: 630 • Locations & Hours: 357 • Aging Services: 233 	Total Sessions (Hits): 10,686. Top 5 pages: <ul style="list-style-type: none"> • Aging Homepage: 3,136 • Sr. Ctr. Programs: 2,186 • Tax Assistance: 2,018 • Locations & Hours: 520 • Aging Services: 300 	Total Sessions (Hits): 7,976. Top 5 pages: <ul style="list-style-type: none"> • Aging Homepage: 2,719 • Sr. Ctr. Programs: 1,789 • Tax Assistance: 374 • Aging Services: 361 • Locations & Hours: 341
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook "Likes": 370	Total Facebook "Likes": 384	Total Facebook "Likes": 395	Total Facebook "Likes": 407
8.1.4c. Number of Listserv members increased each year.	OCDOA				Listserv increases weekly as new persons connect with OCDOA. This year 400 additional subscribers were added.

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
8.1.4d. New methods established to keep up with technological advances.	OCDOA				<p>OCDOA staff worked with OC Community Relations to implement digital monitor signage at both senior centers.</p> <ul style="list-style-type: none"> • Provided training to staff on monitor software and assigned staff update daily schedules, lunch menus, and special events (ongoing). <p>Communication volunteers assist in updating events on online community calendars</p> <ul style="list-style-type: none"> • Chapelboro.com, News of Orange, Visit Hillsborough, Hillsborough Chamber of Commerce, Daily Tar Heel, Southern Neighbor. • Events are tracked & assigned using AirTable software.
8.1.4e. People report they are hearing about events/programming through these sources when they register.	OCDOA				<p>Orange County Senior Centers Annual survey 53% of 228 survey respondents reported they received info from a combination of Senior Times, brochures, newspaper and internet.</p>

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					
8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.	OCDOA	OCDOA Communications Specialist submits special program/event press releases, PSA's advertisements to the Community Relations director for release on County and local media outlets.	Continuing	Continuing	Continuing
8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, city and county government departments and services, community service organizations	OCDOA staff coordinated registration & staffing at the following resource fairs: <ul style="list-style-type: none"> • UNC Health Care's Annual Employee Benefits Fair • Orange County Schools Family Health & Resource Fair • Habitat for Humanity Community Celebration – Rogers Road • Parkinson's Moving Day Event 	OCDOA staff coordinated registration & staffing at the following resource fairs: <ul style="list-style-type: none"> • Third Sector Alliance Fair • 12th Annual UNC Wellness Centers Health & Wellness Expo • SAS Eldercare Fair • Operation Medicine Drop • UNC Stroke Survivor Event • Project Connect End Homelessness Event • UNC Hospitals-Hillsborough Campus Geriatric Fair • FHI 360 Volunteer Fair • HCOC Healthcare Access Fair 	OCDOA staff coordinated registration & staffing at the following resource fairs: <ul style="list-style-type: none"> • UNC Employee Total Well-Being Expo • YMCA Resource Fair • UNC Hillsborough Hospital Health and Wellness Fair 	OCDOA staff coordinated registration & staffing at the following resource fairs: <ul style="list-style-type: none"> • NC-HCAP Health on the Block Comm. Fair • Aging in Community Symposium • Dementia Education Caregiver Conf. • Orange County Earth Evening • 21st Annual Community Dinner • Caregivers Summit-Durham

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.	OCDOA				
8.1.5d. The number of Project EngAGE graduates is increased each year.	OCDOA		Graduated 11 in Project EngAGE Class Four for a total of 52 graduates.		
8.1.5e. People report they are hearing about events/programming through these sources when they register.					
Strategy 8.1.6: Partner with other organizations to promote and publicize each other’s events and information.					
8.1.6a. Community groups, organizations, and key liaisons are identified.	OCDOA	See 8.1.1b; 8.1.5b			
8.1.6b. Events are publicized by multiple organizations.		See 8.1.1b			
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.	OCDOA	Senior Times and flyers are placed at all community centers. – on-going.	On-going	On-going	On-going
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center	Requested community center events and OCDOA programs held at local community centers are promoted at the senior centers and in ODCOA listserv mailings, on-going.			

Indicator	Lead Agency	Status October 2017	Status January 2018	Status April 2018	Status July 2018
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.					
Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.	OCDOA	Data collected via bi-annual surveys			