

PROBLEMS & SOLUTIONS WORKSHEET – COMMUNITY ENGAGEMENT

Problem	Potential Solutions
1. Limited access to broadband, particularly high quality, in parts of the county.	Research AT&T U-Verse – presence in northern Orange County
2. Lack of computer/technology support. 3. Lack of access to computers in the Senior Centers	<ol style="list-style-type: none"> 1. Volunteers on OCDOA can provide remote support – students from Apples programs/SILS students at UNC to volunteer at OCDOA. 2. House calls 3. Local TV coverage – WCHL radio 4. Designate 3-4 computers in a common area of the Senior Center for people to come in and use. – Start a collection for desktops and laptops for people to donate
3. Consumers need help avoiding scams/frauds.	<ol style="list-style-type: none"> 1. Expand SeniorNet to include classes on frauds and scams, terms of service/license agreements, computer literacy, buying equipment 2. Senior centers themselves need protection from scam artists – know how to employ appropriately credentialed people – if computer system expands, wipe information from computers 3. Partner with NCDOJ/police departments/other law enforcement agencies/NC Dept of Securities
4. Computer literacy.	<ol style="list-style-type: none"> 1. Expand and market SeniorNet – scholarships are available for classes 2. Consumer guide to available technology/services/products – classes that are available at libraries 3. Assessment of what types of technology and services people are using – partnerships with public and private organizations to assist 4. Add technology/computer information to the helpline (in place of consumer guide) 5. Corporate outreach 6. OCDOA Geek Squad – made of volunteers who work in shifts to make house calls and staff the helplines, maintenance for computers

	<p>7. Computer clubs – people who have issues with their computers get together and talk through their problems and help each other out – bring their laptops/software and have member of Geek Squad available to facilitate</p>
<p>5. Difficulty finding information and resources.</p>	<p>1. Create partnerships with existing organizations, such as:</p> <ul style="list-style-type: none"> ○ NAMI ○ Post office ○ UNC Retired Faculty Association ○ Women’s Club ○ Alumni Association ○ In Praise of Age ○ Public schools ○ Chamber of Commerce ○ Veterans Affairs and other veteran organizations ○ Chapel Hill magazine ○ Faith-based organizations ○ Visitors center ○ Speech and Hearing Sciences ○ Libraries – Southwest Orange ○ Friday Center ○ Civic groups/newcomers ○ Refugee resettlement agencies – Church World Service, World Relief, USCRI, Lutheran Family Services ○ UNC and Duke Healthcare/WakeMed/UNC Wellness Center ○ El Centro Hispano <ul style="list-style-type: none"> - quarterly meetings with elected persons from these organizations - speaker’s bureau to talk to people at these organizations – volunteer citizens from MAP work groups - Engage churches in facilitating community engagement programs - Collaborate with schools or surrounding universities to facilitate intergenerational interaction between youth and older adults - <p>2. Advertising local helplines in newspapers,</p>

	<p>radio, internet, UNC, buses – multilingual</p> <ol style="list-style-type: none"> 3. Mobile information unit that includes information on healthcare, fraud, financial issues, health, etc. – table that moves to different organizations/locations 4. Neighborhood advisers 5. Resources should be accessible, in terms of wording – they are often written at high levels of literacy. Also need to be translated into other languages.
<p>7. Older adults are vulnerable to exploitation.</p>	<ol style="list-style-type: none"> 1. Work with police to hold Scam Jams at Senior Centers 2. Expand volunteer base of Victims Assistance Project Volunteers 3. Disseminate Scams and Fraud book – translate and make wording more accessible
<p>8. Isolation Lack of computer access Response to growing number of immigrant/refugee populations</p>	<ol style="list-style-type: none"> 1. Expand the Senior Centers – computer lab, drop-in space, adult day health at Seymour Center <ul style="list-style-type: none"> -satellite senior centers in each town 2. Same site multigenerational activities <ul style="list-style-type: none"> - Encourage the Department on Aging and other organizations/ institutions to use infrastructures and buildings than can serve many generations. 3. Dedicated program to link refugees and immigrants to senior centers with a liaison and language classes at the OCDOA. <ul style="list-style-type: none"> - designated person at the senior center, funded by grant money - assess needs and strengths of immigrant and refugee communities 4. Increase community engagement activities and programs in LTC facilities 5. Continue/ expand RSVP 6. Harness the expertise of older adults to provide services and engagement to peers 7. To increase community engagement in providing volunteer services, provide liability insurance coverage so that volunteers won't have to worry as much about "being sued" by the people they are trying to help. <ul style="list-style-type: none"> o This may entail changes in local

	<p>policy, regulation, etc. It may also require that we educate the public about the real dangers of being sued vs. the perception of those dangers</p>
<p>9. Work support for retired persons.</p>	<ol style="list-style-type: none"> 1. Develop a work support model for the county to support people post-retirement. -collect data on the workforce – economic benefits of seniors working in the county, how many people are working, contribution to county budget 2. The Senior Centers offer classes on business coaching, grant writing, etc. 3. People/trade unions/SS commission to come to senior center to talk about issues such as emailing resumes (grad dates), distance to employment, tips on working past SS age
	<p>4.</p>