

## PROBLEMS & SOLUTIONS WORKSHEET – COMMUNITY ENGAGEMENT

Problem	Potential Solutions
1. Lack of computer/technology support and computer literacy.	<ol style="list-style-type: none"> <li>1. Recruit students from APPLES/SILS to volunteer at OCDOA, providing technology support for older adults remotely and through house calls.</li> <li>2. OCDOA Geek Squad – made of volunteers who work in shifts to make house calls and staff the helplines, maintenance for computers</li> <li>3. 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</li> <li>4. Local TV coverage and WCHL radio               <ul style="list-style-type: none"> <li>- Scroll helpline number and FAQs?</li> </ul> </li> <li>5. Market SeniorNet class scholarships</li> <li>6. Consumer guide to available technology/services/products</li> <li>7. Conduct an assessment of what types of technology and services people are using               <ul style="list-style-type: none"> <li>- Partnerships with public and private organizations to assist</li> </ul> </li> <li>8. Add technology/computer information to the aging helpline</li> </ol>
2. Lack of access to computers in the Senior Centers	<ol style="list-style-type: none"> <li>1. Designate 3-4 computers in a common area of the Senior Center for older adults to drop in and use.               <ul style="list-style-type: none"> <li>- Start a donation collection for old desktop computers and laptops.</li> </ul> </li> </ol>
3. Consumers need help avoiding scams/frauds.	<ol style="list-style-type: none"> <li>1. Expand SeniorNet to include classes on frauds and scams, terms of service/license agreements, computer literacy, buying equipment.</li> <li>2. Partner with NCDOJ/police departments/other law enforcement agencies/NC Dept of Securities               <ul style="list-style-type: none"> <li>- Scam Jams/Shred-A-Thons</li> </ul> </li> </ol>
4. Difficulty finding information and resources.	<ul style="list-style-type: none"> <li>- Four different methods of partnership/sharing information</li> <li>- Referrals               <ul style="list-style-type: none"> <li>o NAMI</li> </ul> </li> </ul>

- Speech and Hearing Sciences
- UNC and Duke Healthcare/WakeMed/UNC Wellness Center
- Information drop-offs/display – newcomer packages
  - Post office
  - Chapel Hill magazine
  - Friday Center
  - Visitors center
- Partnerships (Quarterly meetings with elected persons from these organizations)
  - Faith-based organizations
  - Libraries – Southwest Orange
  - In Praise of Age
- Speaker’s Bureau contacts (Talk to people at these organizations – volunteer citizens from MAP work groups)
  - UNC Retired Faculty Association
  - Women’s Club
  - Alumni Association
  - Public schools
  - Chamber of Commerce
  - Veterans Affairs and other veteran organizations
  - Civic groups/newcomers
  - Refugee resettlement agencies – Church World Service, World Relief, USCRI, Lutheran Family Services
  - El Centro Hispano
- Advertising local helplines in newspapers, radio, internet, UNC, buses – multilingual
- Mobile information unit that includes information on healthcare, fraud, financial issues, health, etc. – table that moves to different organizations/locations
- Train group of older adults on available services so they educate others.
- Resources should be made accessible, in terms of wording – they are often

	written at high levels of literacy. Also need to be translated into other languages.
5. Older adults are vulnerable to exploitation.	<ol style="list-style-type: none"> <li>1. Work with police to hold Scam Jams at Senior Centers</li> <li>2. Expand volunteer base of Victims Assistance Project Volunteers</li> <li>3. Disseminate Scams and Fraud book – translate and make wording more accessible</li> </ol>
6. Isolation	<ol style="list-style-type: none"> <li>1. Expand the Senior Centers <ul style="list-style-type: none"> <li>– Computer lab, drop-in space, adult day health at Seymour Center</li> </ul> </li> <li>2. Same site multigenerational activities</li> <li>3. Increase community engagement activities and programs in LTC facilities</li> <li>4. Continue/ expand RSVP</li> <li>5. 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"> <li>o This may entail changes in local 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</li> </ul> </li> </ol>
7. Response to growing number of immigrant/refugee populations	<ol style="list-style-type: none"> <li>1. 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"> <li>- Designated person at the senior center, funded by grant money</li> <li>- Assess demographic information, needs, and strengths of immigrant and refugee communities</li> </ul> </li> </ol>
8. Work support for retired persons.	<ol style="list-style-type: none"> <li>1. Collect data on the workforce – economic benefits of seniors working in the county, how many people are working, contribution to county budget</li> <li>2. The Senior Centers offer classes on business coaching, grant writing, etc.</li> <li>3. People/trade unions/SS commission to come to senior center to talk about issues such as emailing resumes, avoiding agism</li> </ol>

	(grad dates), distance to employment, tips on working past SS age
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