

PROBLEMS & SOLUTIONS WORKSHEET – COMMUNITY ENGAGEMENT

Problem	Potential Solutions
<p>1. Older adults have difficulty accessing computers and computer support.</p>	<ol style="list-style-type: none"> 1. Create infrastructure staff positions to screen and train volunteers and coordinate computer support program. <ul style="list-style-type: none"> • Recruit students from APPLES/SILS to volunteer at OCDOA, providing technology support for older adults remotely. • OCDOA Geek Squad – made of volunteers who work in shifts and staff the helplines, maintenance for computers • Add technology/computer information to the aging helpline. 2. Designate computers in a common area of the Senior Center for older adults to drop in and use. <ul style="list-style-type: none"> - Start a donation collection for used desktop computers and laptops that have been professionally cleaned/data wiped. 3. Expand the partnership with SeniorNet to add more computers and update existing computers as well as making computers available to the community when classes are not taking place. 4. Local TV coverage and WCHL radio <ul style="list-style-type: none"> - Scroll helpline number and FAQs? 5. Market SeniorNet class scholarships 6. Create a consumer guide to available technology/services/products 7. Partner with other organizations to conduct an assessment of what types of technology and services people are using
<p>2. Consumers need help avoiding scams/frauds/exploitation.</p>	<ol style="list-style-type: none"> 1. Advocate for additional funding for qualified staff or personnel to partner with police departments/NCDOJ/Dept of Securities/Victims Assistance Project Volunteers to market existing programs, have classes on frauds and scams, and hold Scam Jams and Shred-A-Thons. 2. Advocate for Scams and Fraud book to be translated and the wording made more accessible.

<p>3. Difficulty finding information and resources.</p>	<p>1. Multi-level contact strategies</p> <ul style="list-style-type: none"> - Referrals <ul style="list-style-type: none"> o NAMI o Speech and Hearing Sciences o UNC and Duke Healthcare/WakeMed/UNC Wellness Center - Information drop-offs/display – newcomer packages <ul style="list-style-type: none"> o Post office o Chapel Hill magazine o Friday Center o Visitors center - Partnerships (Quarterly meetings with elected persons from these organizations – exchange of information and feedback about current services to keep them relevant) <ul style="list-style-type: none"> o Faith-based organizations o Libraries – Southwest Orange o In Praise of Age o Refugee resettlement agencies – Church World Service, World Relief, USCRI, Lutheran Family Services o El Centro Hispano o Piedmont Health Services o UNC Retired Faculty Association o Public schools (senior centers can hold grandparenting programs – schools disseminate information through PTSA for OCDOA) - Speaker’s Bureau contacts (Talk to people at these organizations – volunteer citizens from MAP work groups) <ul style="list-style-type: none"> o Women’s Club o Alumni Association o Chamber of Commerce o Veterans Affairs and other veteran organizations o Civic groups/newcomers <p>3. Create student internship program to provide media consultation and effective</p>
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	<p>information dissemination – long term goal of becoming a permanent position. Advertising local helplines and senior center programs in newspapers, tv, radio, internet, UNC, buses – multilingual. 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.</p> <p>4. Train group of older adults on available services so they educate others.</p>
<p>4. Isolation – solutions to isolation addressed in all of the other categories (esp communications)</p>	<ol style="list-style-type: none"> 1. Expand the Senior Centers <ul style="list-style-type: none"> – Computer lab, drop-in space, adult day health at Seymour Center 2. Increase community engagement activities and programs in LTC facilities 3. Continue/ expand RSVP
<p>5. Response to growing number of immigrant/refugee populations</p>	<ol style="list-style-type: none"> 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"> - Designated person at the senior center, funded by grant money - Partner with Beyond Clinic Walls Program and recruit Spanish, Mandarin speaking students 2. Assess demographic information, needs, and strengths of immigrant and refugee communities
<p>6. Work support for retired persons to ensure their economic wellness.</p>	<ol style="list-style-type: none"> 1. Research data on the workforce – economic benefits of seniors working in the county, how many people are working, contribution to county budget. 2. Explore AARP and other related organizations to see if they can partner to offer programs for work support at senior centers, support for work to retirement transitions – maybe AARP could assist with this? 3. The Senior Centers offer classes on business coaching, grant writing, etc. 4. People/trade unions/SS commission to come to senior center to talk about issues such as emailing resumes, avoiding agism (grad dates), distance to employment, tips on working past SS age