

Community Engagement Work Group Meeting 2 Minutes

Technology

- Access is an issue way beyond just having broadband
 - Availability of broadband in county
 - Performance of broadband
 - Affordability
- Computer literacy guidance/training is necessary
 - Help older adults with buying equipment
- Support is really important
 - Volunteers to provide remote support
 - House calls
- Consumer guide to available services
- Consulting for terms of service/license agreements
- Help consumers avoid scams
- Create partnerships with organizations who are already doing this
 - UNC SILS
 - Libraries
- Solutions – **Todd and Tori**
 - Expand SeniorNet
 - Classes on frauds and scams
 - Terms of service/license agreements
 - Computer literacy
 - Buying equipment
 - Consumer guide to available technology/services/products
 - Volunteer on OCDOA helpline

Finding Resources and Information

- Solutions
 - Partnering and awareness raising – **Bobbie**
 - 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
 - Change wording of informational resources and translate resources - **Valerie**
 - Promote literacy and communication

- Neighborhood advisers model – **Laura**

Exploitation

- County needs to be more proactive about spotting and stopping scams
- Contact Chris Blue (or other policeperson) - **Cydneé**
- Solutions - **Laura**
 - Make older adults more aware of Scam Jams
 - Disseminate Scams and Fraud book
 - Expand volunteer base of Victims Assistance Project Volunteers

Isolation and Multigenerational Activities

- Helplines
 - Alzheimer’s Association
 - Can be accessed by anyone with a telephone
 - Language assistance is a need
 - NAMI
 - 2-1-1
- People who come to senior centers may not know about the OCDOA helpline
- Solutions
 - Advertising of local helplines – multilingual – **Emily**
 - Newspapers
 - Internet
 - Radio
 - UNC
 - Buses
 - Mobile information unit - **Emily**
 - Includes information on healthcare, fraud, financial issues, etc.
 - Similar to Bookmobile
 - Look into a relationship with the Student Health Action Coalition (SHAC)
 - Same site multigenerational activities – **Laura**
 - Dedicated program to link refugees and immigrants to senior centers – **Susan**
 - Dedicated person at OCDOA
 - English classes as well as other language classes
 - Shamrock Senior Center as a model – internationally welcoming
 - Expand the senior centers – **Laura**
 - Recommendation from the Health and Wellness work group

Work Support

- Durham Tech offers small business courses
- Solutions
 - Develop a work support model – **Nerys**
 - Arts focus
 - Business coaching, grant writing classes – **Laura**

Note: Homework assignments are in bold