



Development of Orange County Master Aging Plan Process Overview

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Aging in Orange County

Age wave is happening at national, state, local level.

In Orange County, there are the same number of adults age 55 and older as there are adolescents under the age of 18.

We can only expect this population to grow.

Aging issue impact multiple generations.

What is the Master Aging Plan?

- Strategic planning process conducted every 5 years
- Outlines anticipated need for county government services due to an aging population
- Community-oriented and collaborative
- Approved by the Board of County Commissioners
- Funding allocated according to outlined goals and objectives
- Orange County was the first NC county to create a MAP

Development of MAP

- Government Readiness Assessment Summer 2011
- Community Assessment Summer 2011
- Community Kick-off Event Fall 2011
- Work Group Process Winter 2012
- Development of MAP Spring 2012
- Public Comment Spring 2012
- Sustainability Ongoing

Government Readiness Assessment

- Conducted in Summer 2011
- New component to Orange County MAP
- Modeled on NC Division on Aging's assessment
- Written survey and in-person interviews
- 100% response rate from county government
- Major outcomes:
 - Increased interest and collaboration in MAP
 - Opportunities for co-sponsorship of programs
 - More perspectives about the future of aging in Orange County
 - Local government preparations for an aging clientele
 - Local government preparations for an aging workforce
 - Education about caregiving

Community Assessment

- Conducted in summer 2011
- New component to Orange County MAP
- 10 focus groups and internet survey
- 5 Major Topics Emerged:
 - Housing
 - Health & Wellness
 - Navigation & Transportation
 - Community Engagement
 - Information Sharing



Community Kickoff Event

October 5, 2011

Overview

Goals

- 1) Add to the list of issues identified from the community assessment
- 2) Prioritize issues

Publicity

- Flyers
- Press releases
- Email to listserv
- Posters

113 in attendance



**MASTER AGING PLAN
COMMUNITY KICK-OFF MEETING**

WED, OCT. 5
1 - 5 pm
Seymour Center
2551 Homestead Rd * Chapel Hill, NC

**COME TO THE MAP
COMMUNITY KICK-OFF EVENT!**

YOUR INPUT IS NEEDED!

Orange County Department on Aging is gearing up to create the 2012-17 Master Aging Plan (MAP) to improve services and programs provided to older adults and their families.

LEARN MORE. GET INVOLVED. JOIN A WORK GROUP.

Refreshments Provided!

To help us plan, please call (919) 968-2070 to let us know you're coming!

Results

Issue	Votes	Weighted Score
1. Health and Wellness	50	212
2. Housing	42	147
3. Navigation and Transportation	47	145
4. Information Sharing	42	135
5. Financial and Economic Security	36	92
6. Aging in Place Supports	27	92
7. Community Engagement	33	80
8. Safety and Security	18	56
9. Long-Term Care and End of Life	17	48
10. Food and Nutrition	20	43
11. Public Education	13	36
12. Mental Health	9	28
13. Physician Education	7	10



Work Groups

November 2011 – February 2012

Work Group Structure

Five Work Groups:

1. Health and Wellness

Mental Health
Physician Education

2. Housing Options

Long-Term Care

3. Navigation and Transportation

4. Aging in Place Supports

Food and Nutrition
Safety and Security

5. Community Engagement and Information Access

Public Education

Five Cross-Cutting Issues:

1. Affordability and Economic concerns
2. Geographic equity
3. Attention to under-represented groups
4. Workforce preparation
5. Information dissemination

Recruitment

Avenues

- Flyers and posters
- Kickoff event and community assessment
- MAP Management and Steering Committee
- Work group participants in Meeting 1

Methods

- Phone
- Email
- Personal contact

Participants

How many?

- Work groups of 13 – 25
- Relatively consistent attendance

Who?

- Citizens
- Representation from County Agencies
- Professionals



Work Group Meeting 1

“Where We’ve Been and Where We’re Going”

Began With:

- Orientation to MAP work group process
- Topics issued to work group from Community Kick-off

Ended With:

- Initial list of available programs and services in Orange County
- Recommendations for expanding, improving, or protecting

Goal: Listening and brainstorming

Work Group Meeting 2

“Barriers and Facilitators to Success”

Began With:

- Discussion of services and possible barriers to their implementation, protection, improvement, or expansion

Ended With:

- Robust list of programs and services available in Orange County
- Suggestions for possible solutions while considering barriers

Goal: Lay groundwork for informed solution recommendations

Work Group Meeting 3

“Focusing on Solutions”

Began With:

- Draft table of Problems & Solutions compiled by Capstone Student

Ended With:

- Final table of Problems & Solutions

Goal: Capture all proposed solutions to date and add any missing

PROBLEMS & SOLUTIONS WORKSHEET – NAVIGATION AND TRANSPORTATION

To make our potential solutions more concrete and feasible, please think about:

- 1) What programs and services you would like to see expanded or improved
- 2) Programs or services that you believe are *at risk of losing* funding
- 3) Barriers and facilitators that could be addressed with a solution
- 4) How the potential solutions could be more detailed or specific

SUBCOMMITTEE: PUBLIC TRANSPORTATION	
Subtopic: System expansion	
Problem	Solutions
<p>1. Need to expand existing routes into rural areas.</p> <ul style="list-style-type: none"> • TTA 420 Route in Hillsborough is circular and will need additional funding. • OPT's two midday runs are not cost efficient. 	<ul style="list-style-type: none"> • Partner with OPT to provide special trips like those offered by TTA and CHT. • Provide once-a-week bus transportation for rural areas (market day idea) • Create map with all Orange County and Triangle navigation/transportation routes. • Create bus where clients pool to share ride
<p>2. Need to ensure EMS can reach rural area residents during weather emergencies.</p>	<ul style="list-style-type: none"> • Buddy system • Have portable generators at the senior centers and elsewhere in the county
<p>3. Need public transportation services for people with range of abilities (able-bodied older adults and people with disabilities).</p>	<ul style="list-style-type: none"> • 3-tier system (door-to-door, bus, express runs)

Work Group Meeting 4

“Drilling Down to Objectives”

Began With:

- Draft list of Objectives & Strategies compiled by Capstone Student
- Participant’s evaluation homework

Ended With:

- Final list of Objectives & Strategies that were more feasible, short-medium term, and phrased appropriately

Goal: Editing & evaluating all Objectives & Strategies with a fine-tooth comb

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Equity (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
1. Problem: Appropriate EMS services for older adult and falls prevention							
1. EMS works with department on Aging to prevent repeat falls. This includes leaving packets of information with individuals who fall in their own homes and providing DVDs to fall victims or organizations for training.							
2. Provide EMS education for caregivers							
3. Appropriate protocols for EMS workers responding to calls for aging adults							
4. Educate community on when it is appropriate to call EMS							
5. Create a roaming crisis unit with triage capabilities that would respond only to fall events.							
6. Revise protocol in LTC facilities to prevent always calling an ambulance and full-service EMS workers.							
7. Address many older adults' fear of telling physicians about falls (thinking it will result in the physician's recommendation to move out of his/her home).							
2. Problem: Healthy Lifestyles and Prevention							
1. Encourage other organizations like recreation departments, churches, and community centers to host exercise classes							

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Prioritization Survey

- **Participants of Each Work Group Ranked:**
 - Objectives
 - Strategies for each objective
- **Weighted Point System**
- **Paper Copies made Available**



Work Group Meeting 5

“Finalizing Objectives and Strategies”

Began With:

- Results of Prioritization Survey
- Proposed wording of work group’s Objectives & Strategies

Ended With:

Final wording of Objectives & Strategies

Goal: Answer questions on prioritization process; finalize Objectives & Strategies to send to MAP Management Committee

MAP Goals

- Goal 1: Empower older adults, their families, and other consumers to make informed decisions & to easily access existing health and long-term care options
- Goal 2: Enable older adults to age in their place of choice with appropriate services and supports
- Goal 3: Empower older adults to enjoy optimal health status and to have a healthy lifestyle
- Goal 4: Promote the safety and rights of older and vulnerable adults and prevent their abuse, neglect, and exploitation
- Goal 5: Empower older adults to engage in the community through volunteerism, lifelong learning, and civic activities
- Goal 6: Prepare Orange County for an aging population
- Goal 7: Ensure an adequate direct care workforce for an aging population and opportunities for older workers
- Goal 8: Maintain good stewardship of publicly funded services

Orientation to the MAP



Goal 2: Enable older adults to age in their place of choice with appropriate services and supports.

- **Objective 2.1: Increase the proportion of the housing stock that accommodates the needs of older adults through universal design features.**
 - **Strategy 2.1.2:** Advocate that the state of North Carolina 1) strengthen universal design/visitability standards for new housing developments and 2) incorporate universal design features into the state's Health and Safety Code for builders so that buyers can opt-in to universal design features.

Indicator 2.1.2a: Proposed new standards (1) and codes (2).

Agencies responsible: Board of County Commissioners, Orange County Senior Tar Heel Legislators

Public Comment Opportunities

Tues, Mar 13 10 am Seymour Center

Thurs, Mar 15 7 pm Central Orange Senior Center

Mon, Mar 19 11 am Central Orange Senior Center

6 pm Seymour Center

Wed, Mar 21 2 pm Century Center, Carrboro

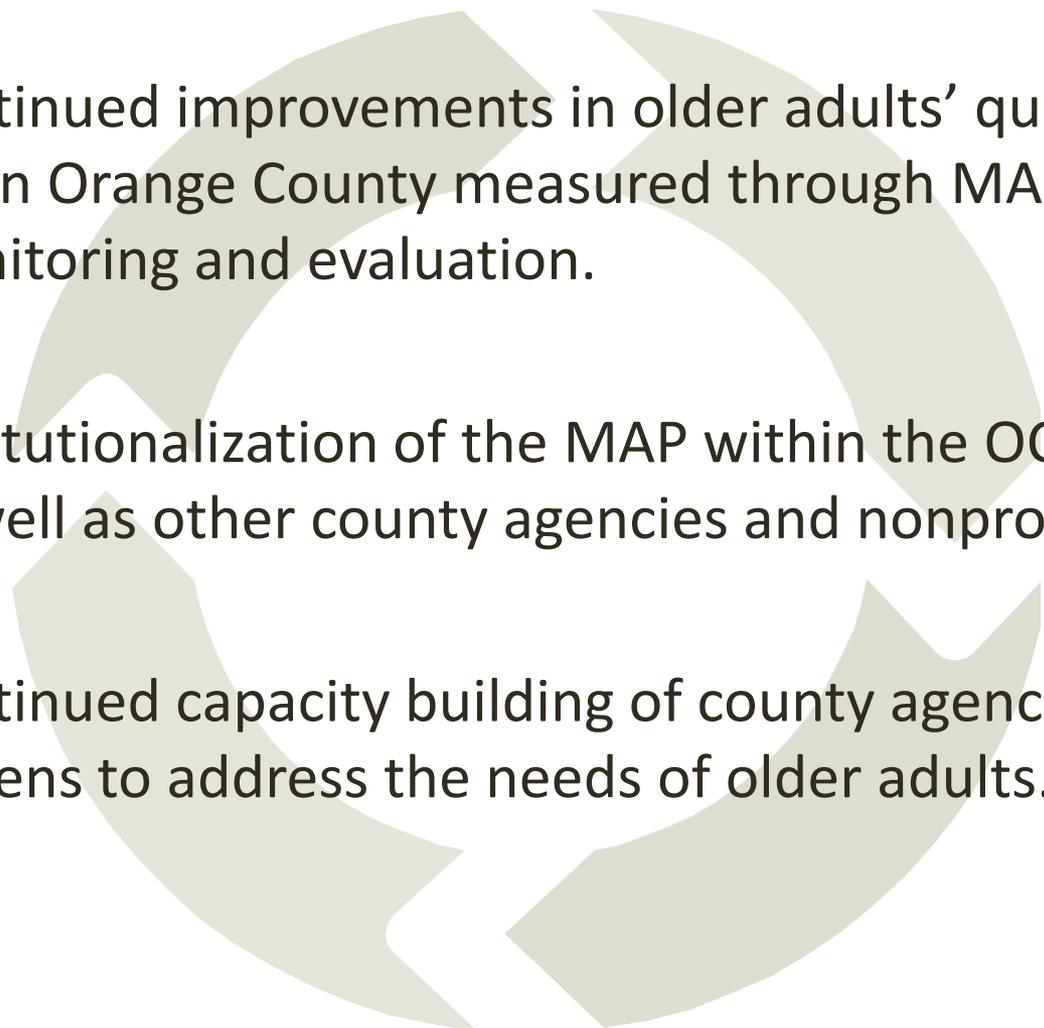
6 pm Lattisville Grove Church in Hurdle Mills

Thurs, Mar 22 10 am McCoys Temple in Efland



Sustainability

Defining Sustainability

- 
- 1) Continued improvements in older adults' quality of life in Orange County measured through MAP monitoring and evaluation.
 - 2) Institutionalization of the MAP within the OCDOA, as well as other county agencies and nonprofits.
 - 3) Continued capacity building of county agencies and citizens to address the needs of older adults.

Sustainability & MAP

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- Steering Committee oversight

- Horizontal integration (internal and external to OCDOA)

- Citizen engagement and ownership

- Consideration of the social and political environment

- Monitoring and evaluation plan

MAP Steering Committee

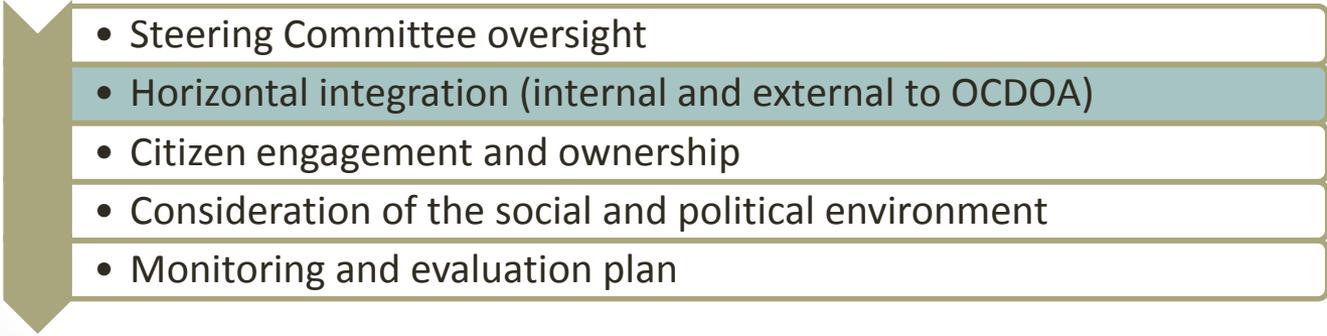
- Upper-level staff: elected officials, government agencies, nonprofit organizations, healthcare providers, and research centers
- Involved throughout the planning process
- Committed staff, expertise, and resources
- Commitment to specific goals, objectives, and strategies
- Reviewed draft MAP

- Steering Committee oversight
- Horizontal integration (internal and external to OCDOA)
- Citizen engagement and ownership
- Consideration of the social and political environment
- Monitoring and evaluation plan

Horizontal Integration

Internal & External

- OCDOA , government, and nonprofit staff involvement
- Evaluation of current staff and agency capacities
- Protection and expansion of existing programs and services
- MAP Management Team
- Allowed for agency commitment to specific strategies outlined in the MAP

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Citizen Engagement

- Better understanding of local government and planning processes
- Greater awareness of strengths, weaknesses, and opportunities for growth
- Increased ownership of MAP makes for better monitoring and evaluation
- Stepping stone for continued community and civic engagement

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- Steering Committee oversight
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Social & Political Environment

- Economic downturn necessitates creativity
- Increased understanding of how to operate given current funding and staff constraints
- Focus on non-partisan issues

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- Steering Committee oversight
 - Horizontal integration (internal and external to OCDOA)
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 - Monitoring and evaluation plan

Monitoring & Evaluation

- Indicators to measure completion and success included in the MAP
- Living document that will guide the efforts of OCDOA and other agencies
- Creation of MAP Evaluation Committee
- Regular updates on MAP progress and impact on the lives of older adults

- Steering Committee oversight
- Horizontal integration (internal and external to OCDOA)
- Citizen engagement and ownership
- Consideration of the social and political environment
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Thank you!