

ORANGE COUNTY MASTER AGING PLAN



2018-2019

MAP Implementation Matrix: Year 2

Workgroups:

Outdoor Spaces and Buildings

Transportation

Housing

Social Participation and Inclusion

Civic Engagement and Employment

Community Support and Health Services

Communication and Information

Orange County Master Aging Plan Implementation Matrix: Year 2: 2018/19

Outdoor Spaces & Buildings Workgroup

Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.

Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.

Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Transportation Workgroup

Objective 2.1: Expand availability and improve transportation options for older adults.

Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.

Objective 2.3: Increase access to transportation information and travel training.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Housing Workgroup

Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).

Objective 3.3: Modify and repair existing housing for safety and accessibility.

Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.

Objective 3.6: Support Orange County residents to age in community.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Social Participation and Inclusion Workgroup

Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.

Objective 5.1: Ensure a welcoming, inclusive, and livable community.

Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.

Objective 7.1: Increase awareness and use of available health and wellness resources.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Civic Engagement & Employment Workgroup

Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.

Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.

Objective 6.3: Promote the value of an experienced workforce to local employers.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Community Support & Health Services Workgroup

Objective 7.2: Expand services to help older adults age in their homes and communities.

Objective 7.3: Improve collaboration between medical providers and OCDOA.

Objective 7.4: Address the problem of food insecurity among older adults.

Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.

Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.

Objective 6.4: Expand enriching volunteer opportunities for older adults.

Objective 5.1: Ensure a welcoming, inclusive, and livable community.

Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Communication and Information: All Workgroup + OCDOA Communication Dept.

Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources

Outdoor Spaces and Buildings Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.					
Strategy 1.1.1: Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	<ul style="list-style-type: none"> • OCDOA Staff and OC Advisory Bd on Aging Member to attend 10/10/18 meeting and share Outdoor Spaces Survey Results at this next meeting • Reach out to CHPR and CPR for MAP 	<ul style="list-style-type: none"> • 10/10/18 mtg cancelled. Next scheduled meeting 4/10/19. Outdoor spaces survey results will be shared at the April meeting. • Outdoor Spaces Survey results are available upon request • Town of Chapel Hill PR and Carrboro PR reps have been appointed to the group. 	Next meeting 4/10/19 (OCDOA staff to attend and present results of the Outdoor Spaces Survey)	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
1.1.1c. Increased communication from and to nature-related organizations regarding natural areas and other public outdoor spaces is achieved through town Planning and Parks and Recreation Departments.	OCDOA		UNC HPDP Food, Fitness, and Opportunity Research Collaborative is forming an Active Living Collaborative in Orange County to promote physical activity and social inclusion. • OCDOA will send a representative. Meetings start in Feb.	<ul style="list-style-type: none"> Active Living Collaborative – first meeting was held and OCDOA representative attended (focused on safety, walkability, lighting, etc.) OCDOA is signed up for town newsletters (Carrboro, Hillsborough, Chapel Hill) and sends relevant updates to committee members 	
Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.					
Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.					
1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.	Outdoor Spaces Group members; Aging & Wellness; Student Groups/ Interns organized by OCDOA	<ul style="list-style-type: none"> Aug 30, 2018 – Five visually impaired) persons participated in a Birding by Ear walk along the nature trails at the Chapel Hill Public Library Compile list of Sr. participating events 		Active Outdoor Programs advertised in Mar-May Senior times (page 15). • Includes events sponsored by OCDOA, Carrboro P&R, Chapel Hill P&R	
1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.	OCDEAPR/Town of Hills./OCDOA	<ul style="list-style-type: none"> Post website info in Senior Times directing public to Parks/ Greenways websites 	Press Release included in the Dec – Feb '19 Senior Times, highlighting interactive trails/greenways map and County Parks locator map.	<ul style="list-style-type: none"> Park brochures are available Hillsborough Riverwalk brochure was added to Senior Centers and the stock checked monthly 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.	OCDOA/ OCDEAPR	<ul style="list-style-type: none"> Promote Park locator Maps in ST initially Promote specific parks in ST 	Press Release included in the Dec – Feb '19 Sr Times, highlighting interactive trails/greenways map and County Parks locator map.	Hollow Rock and Blackwood Farm Park were highlighted in Mar-May Senior Times (page 24)	
Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.					
Strategy 1.3.1: Review design and construction regulations and standards to ensure that built environments are accessible and easy to visit.					
1.3.1a. Existing public spaces are reviewed for compliance with Americans with Disabilities Act (ADA) standards and feedback is provided to county and town Planning Boards.				Sidewalks and crosswalks in downtown Hillsborough updated to be ADA compliant (completed in March 2019)	

Transportation Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 2.1: Expand availability and improve transportation options for older adults.					
Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.					
2.1.1b. Increased number of volunteer drivers.	OCDOA	<ul style="list-style-type: none"> • One new volunteer has been enrolled in VDP • Neighborhood list serves are being used as an outreach source for volunteers. 	<ul style="list-style-type: none"> • No additional drivers; one driver that was on medical leave is back volunteering. • A number of current volunteers have increased their rides per month. • Half of the volunteers take someone shopping regularly in addition to medical appointments. Trips for shopping is an unmet need for many older adults in OC. • Exploring other programs we can collaborate with to help more people. 	<ul style="list-style-type: none"> • No additional volunteers; One volunteer is on medical leave. • Volunteer Driver Luncheon held to encourage retention and gather feedback. Productive and enjoyable! • UNC student intern working on a recruitment plan 	
Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.					
Strategy 2.2.1: Establish a medical transportation work group that meets quarterly with representatives from transit, health, and aging services focused on improving coordination of medical transportation and other issues.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
2.2.1c. Older adult riders are able to travel from Orange County into neighboring counties for medical appointments and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT	OCPT and CHT are in conversation to identify transfer points between their services. Planning for dispatch coordination of a two part ride to be handled by the services, not the customer.	<ul style="list-style-type: none"> The number of requests for rides from CH to Hillsborough for medical apts. is low according to EZ Rider, OCPT, and UNC Hillsborough Hospital. The MAP Workgroup is not sure why this is and will look for ways to gather information/ data to determine the actual need. OCPT and EZ Rider are coordinating rides for ADA certified riders from Seymour Center to Hillsborough. 	<ul style="list-style-type: none"> Rides for CH residents, 60+, to Hillsborough now available through OCPT's EDTAP program. (EDTAP brings people from urban to rural and vice versa). Registration required. \$6 round trip Requests remain infrequent by EZ Riders for 2 part rides from CH to Hills. (app. 2 per qtr.) UNC Health Care beginning to pay for transportation to some specialty clinics. This should increase over time. 	
2.2.1e. A pilot program is created for training medical appointment schedulers to help transit dependent patients with ride reservations to follow up appointments.	OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare	3 care managers have joined the Medical Transportation sub-workgroup	<ul style="list-style-type: none"> Discussions with CH Internal Medicine Care Manager begins Jan 2019. UNC APPLES service learning intern is a resource for this project (working at OCDOA this Spring semester) 	<ul style="list-style-type: none"> CH Internal Medicine eliminated as site for pilot program. Not enough transit dependent OC residents use this practice. New project idea being considered: Imbedding of OCDOA staff person at a medical facility for eyes on transit assistance and referrals to all senior services offered by OCDOA. 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.					
2.2.2a. Older adult riders are able to travel from Orange County into neighboring counties and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT, OCDOA, EZ Rider, GoTriangle – (GoAccess)	<ul style="list-style-type: none"> OCPT and CHT are in conversation about transfer points between their services. CHT and OCPT are working together to standardize the process for a customer of one ADA service to be served by the other ADA services. 	<ul style="list-style-type: none"> ADA riders are assisted to coordinate rides between OCPT and CHT. Volunteer Driver Program and GO Access continue to be 2 options for door to door public transportation. More work is needed to create a seamless system. 	<p>Manager of GoTriangle Access has joined MAP medical transportation sub workgroup.</p> <p>See 2.2.1c for more comments</p>	
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3a. Education about notification processes and options for assistance in times of emergency is provided to transit dependent older adults.	OCDOA	OCDOA is in ongoing contact with OC Emergency services for information/advice.	OCDOA Transportation Specialist is in conversation with Senior Center staff to collaborate on future emergency preparedness events.	No changes	
2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.	OCDOA	VDP riders are asked about their emergency plans when they enroll in the program.	Questions about emergency preparedness are part of the enrollment process of VDP.	No changes	
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.	OCDOA, CHT, OCPT, GoTriangle	An electronic version of the transportation Decision Tree is in development – with two iterations brought to the MAP meetings for review. When finished, it will be maintained on the OCDOA website with links to CHT and OCPT websites.	OCPT and CHT have added on-line fillable registration forms to their web sites. Forms still need to be printed because of signature requirement. This is particularly helpful for the low vision community.	<ul style="list-style-type: none"> • UNC Student Intern enlisting older adults to evaluate transportation page of the OCDOA website. • Electronic version of the Medical Transportation Decision Tree completed and testing. Soon to be posted on OCDOA website 	
2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.	OCDOA			Bus Riding 101 classes (including info on Uber/Lyft) <ul style="list-style-type: none"> • Jan. 16 at OC Public Library (6 attendees) • Feb. 12 at Chapel Hill Public Library (6 attendees) 	

Housing Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).					
Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.					
3.2.1a. Additional public-private partnerships are developed to increase affordable housing options for older adults.	OCDOA/ Advisory Board/ UNC Partnerships in Aging Program (PiAP)	<ul style="list-style-type: none"> Meeting held to explore if OCDOA is willing to provide aging services to new development – Greenfield Commons – 69 affordable senior units to open in March 2019. Triangle J Council of Governments rep to meet with Accessible Design Build to explore small home development. Affordable Housing Summit Report released Oct 2018 - (from Feb 2018 summit) – addressed building public-private partnerships to increase affordable housing 	<ul style="list-style-type: none"> Senior Housing Report prepared and disseminated (collaborative effort between OCDOA and PiAP). Lloyd Farm project approved by Carrboro Alderman. This senior housing project plans: <ul style="list-style-type: none"> 200 rental units 20 cottages for ownership (4 will be affordable) Amenities include meals and fitness facilities A health clinic and public transportation stop planned on site. OCDOA spoke at CH Town Council meeting in favor of affordable, universally designed units in the proposed Homestead Road senior housing project (190-unit rentals). 	<ul style="list-style-type: none"> Planning meeting with founders/leaders of Hart’s Mill. The emerging project is attracting a senior demographic. 100+ acres with 32 universally designed units, a farming focus, and limited equity coop model. (Orange County) Piedmont Health is looking for a project in rural OC – put in contact with Hart’s Mill development Affordable Housing Coalition meeting – Developer presentation last month Affordable Housing Coalition creating a development review subcommittee 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.		No OC bond activity this quarter. OCDOA is actively supporting community education about the Town of Chapel Hill's 10M affordable housing bond that will be on Nov. ballot.	<ul style="list-style-type: none"> OCDOA met with OC Housing Locator to explore potential for shared senior housing. Orange County's local voucher program is in the development process. This initiative could increase the number of available vouchers for rental properties. 	OCDOA submitted letter to Chapel Hill's Town Council to support universal-livable design features as part of the application for Affordable Housing Bond monies.	
3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA/ Advisory Board, OC Housing Dept, UNC Partnerships in Aging Program	BCBS site visit at the end of Sept. put this project as one of 11 that could be funded (100K) to support planning and partial implementation.	BCBS chose not to fund the Eldercare-Living Learning house project in Northside. However, this project will continue to move forward.	Exploring possibility of a student from Columbia University for summer internship to assist with coordinating partners for the Partners in Eldercare Project	
3.2.1d. One site for development of age-friendly housing is identified in each of the Orange County jurisdictions: Carrboro, Chapel Hill, Hillsborough, and the county.	OCDOA, OC Housing Dept	<p>Hillsborough – Habitat for Humanity's Crescent Magnolia broke ground in Sept., Corbinton is under construction.</p> <p>Carrboro – Lloyd Farms is seeking Town approval. Alderman vote is slated for end-October</p> <p>Chapel Hill – Greenfield Commons is under construction and slated to open March 2019</p>	Chapel Hill – Homestead Road Active Senior Community	Mebane – Hart's Mill Carrboro - Lloyd Farm rezoning was approved, Conditional Use Permit will be reviewed this Spring	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.2.1f. OCDOA is consulted with by developers and financiers at the conceptual stage to ensure home and neighborhood designs are age-friendly.	OCDOA/ UNC Partnerships in Aging Program (PiAP)	Owners and Developers from Lloyd Farm sought OCDOA and Community Home Trust support for their senior housing proposal. OCDOA spoke at Carrboro Town Hall meeting in support of this project.	Homestead Road Project (HRP): <ul style="list-style-type: none"> • OCDOA met with HRP developer • OCDOA and PiAP participated in public hearing with Affordable Housing Coalition. • Neighbors of the project have requested a meeting with OCDOA and PiAP re: affordable senior housing with universal design 	<ul style="list-style-type: none"> • OCDOA-PiAP met with Hart's Mill developers to support livable design features in their housing units. Also, based on their senior demographic, we are including Hart's Mill in the Senior Housing Report • OCDOA met with potential developers of senior housing on Lake Orange 	
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	At the beginning of this MAP, we had 1481 designated senior-specific housing units across the continuum of care. With upcoming projects already underway senior housing will be increased by 19.7%. <ul style="list-style-type: none"> • Greenfield Commons (69 units) • Crescent Magnolia (24 units) • Corbinton (69 units) • Parkview (130 units) 	If Homestead project is approved, we will move toward a 32.5% increase in senior designated housing during this MAP period. <ul style="list-style-type: none"> • The Homestead Road project proposes 190-198 rental apartment units for 55+ residents 	Homestead Road senior housing project is slated for final Town Council decision on March 20, 2019 (rezoning approval and SUP approval being considered at this meeting). Affordable Housing Coalition is satisfied with Homestead developer's provisions for 10% of units to be affordable for 30 years, at 60% AMI	

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3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA		OCDOA has invited Homestead developer to a universal design consultation. Invitation accepted but not scheduled.		
Objective 3.3: Modify and repair existing housing for safety and accessibility.					
Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.					
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments			Housing Department developing collaboration protocol to expedite permitting process when necessary	
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	OC Home Preservation Coalition holds monthly meetings in which waitlists are discussed and managed. Several clients have been removed from waitlists because other agencies had already completed the work.	OC Home Preservation Coalition is requesting data from each organization involved regarding wait times (calculated based on time of application to time of project beginning)		

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3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	OC Housing and Rebuilding Together of the Triangle have increased referrals to the OCDOA for accessibility repairs such as grab bars and ramps.	OC Home Preservation Coalition discussed the differences between safety and accessibility repairs. The coalition determined these are not distinct categories and will continue to make and track both safety and accessibility repairs.	OCDOA is now a funded partner of a grant received by TJCOG and Rebuilding Together that supports collaboration and efficiency efforts in home repair provision. This grant functions to develop multiple new mechanisms for improving evaluation and communication across repair organizations.	
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA		OCDOA and UNC PiAP representative spoke at Chapel Hill Town Council meeting on 12/12/18, specifically related to the Senior Housing Development on Homestead Road. Town Council members affirmed of the needs for developers to provide truly senior supportive housing and recognized the potential for the OCDOA to provide this consultation.		
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.					
Strategy 3.4.1: Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially “missing middle” housing (i.e., duplexes and small scale apartments with courtyards).	OCDOA		Aging in Community events planned: <ul style="list-style-type: none"> • Jan 29 - Becoming a Creative Genius (again!) • April 10 - Retirement: Let’s re-write the script!. 	<ul style="list-style-type: none"> • Panel for April 10 Aging in Community Event is complete: Retirement stories from JB Culpepper, Bob Jackson, and the Russells will be featured. • Affordable Housing subcommittee – a student group is presenting a report on the “missing middle” on April 12: focus on housing types vs income and uses Asheville, Boulder, Olympia, Durham as examples 	
Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.					
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC Planning Department				
Objective 3.6: Support Orange County residents to age in community.					
Strategy 3.6.1: Create and fund a new OCDOA housing specialist position to educate, activate, and coordinate the community in achieving MAP housing goals.					
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.	OC Housing Department, OCDOA				

Social Participation and Inclusion Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.					
4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.	OCDOA	Ongoing	Ongoing	Ongoing	
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Ongoing – Some OCDOA programming available in Mandarin and Spanish.	Ongoing	Ongoing	
4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.	OCDOA	Ongoing	Ongoing	Ongoing	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA	Ongoing	Ongoing	Ongoing w/ more outreach to these groups.	
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	<ul style="list-style-type: none"> Expansion of Passmore completed. Working to expand space at the Seymour Center - design work is close to being finished 		Pre-bid meeting held for 3/28/19 for Seymour Center.	
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA			Ongoing	
4.1.2c. More people participate at the senior centers.	OCDOA				

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4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and space.	OCDOA	<ul style="list-style-type: none"> Community Center space is being more intentionally used for Senior programming (Cedar Grove, Efland) 		<ul style="list-style-type: none"> New staff (30 hours/ week) programing for dementia and care partner (20 hrs) and general (10 hrs) Offering programs at Cedar Grove and Efland (demential series, volunteer connect, employment, exercise classes, Medicare enrollment) 	
Strategy 4.1.3: Create more opportunities for intergenerational programming.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
<p>4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).</p>	<p>OCDOA</p>			<ul style="list-style-type: none"> • Intergenerational SRT- partner with DARE pen-pals • <u>Speak Out</u> (oral history project), involving high school students and community members • <u>Teen Builders</u>- monthly program to bring teens to senior center • Bingo Dance Night-teens and seniors • UNC Pauper Players • Hannah Ruth Foundation Sweetheart Dance • Pre-school Programs with the SportsPlex • Sportsplex Leadership Team • Multigenerational Movie days 	
<p>4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).</p>				<ul style="list-style-type: none"> • Partnership with OC schools and Sheriff's Office • OC SportsPlex • YMCA – share info. about programs 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
4.1.3c. More young people are involved in senior center programming.				<ul style="list-style-type: none"> • Petals with a Purpose • Youth Volunteers 	
Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.					
4.1.4a. Awareness of availability of scholarships/fee reductions is increased.	OCDOA			Scholarships/ fee reductions are advertised in the Senior Times, OCDOA website	
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA			<p>The Wellness Program reported scholarships as follows:</p> <ul style="list-style-type: none"> • Seymour: Fit Feet -9, Fitness Room – 15, Fitness Classes – 3, Educational - 4 • Passmore: Fit Feet – 1, Fitness (SportsPlex)– 23, Exercise Classes - 2 	
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA			Fee reductions funded through grants from Town of CH and Carrboro for Health Promotion	
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA				
Strategy 4.1.5: Create a “Senior Center Without Walls” project for older adults who are unable to leave their homes but want to participate in senior center activities.					

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4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	<ul style="list-style-type: none"> • Much discussion about what a pilot program will look like and what is needs people served by this program would have. • Next steps moving forward is to identify needs. 	<ul style="list-style-type: none"> • A needs assessment survey was developed to assess interest in “Senior Center Without Walls” program and delivery preferences. • This survey was distributed to workgroup members for feedback and will be updated. • The survey will be modified and then distributed to SALT participants later this year. 	<p>The needs assessment survey was modified based on feedback from Jan 2019 meeting. Next steps include:</p> <ul style="list-style-type: none"> • reviewing a similar survey being developed in Guilford County • incorporating additional feedback • finalizing and distributing the survey 	
4.1.5b. Funding is secured to implement the program.	OCDOA		Workgroup members discussed needing to look for grants to fund this program, however, program needs need to be identified first.		
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA		In the process of transferring “In Praise of Age” episodes from VHS to DVD – this is being done by OCDOA volunteers (110 of >1000 episodes left to transfer). Once this work is completed, the episodes will be indexed by topic and then will be available for check out	Ongoing	

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4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA				
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA				
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA			Rainbow Flags displayed at Senior Centers	
5.1.1c. Clientele is surveyed to learn what languages would be most important to include on signs and forms. Signs and forms are adjusted to reflect that data.	OCDOA			Ongoing	
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	Ongoing	Ongoing	Ongoing	
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA			OCDOA staff attends Refugee Support Center meetings	
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).	OCDOA			Shared information about OCDOA services with several of these organizations	
5.1.2c. Activities and information are offered in relevant languages.	OCDOA				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	<ul style="list-style-type: none"> • PhD student is currently working with the Spanish speaking population at Seymour to understand how they integrate into general programming and what their needs are • Senior Center offers Mandarin translation for some programs – done by OCDOA staff (translator paid for 12 hr/week) and volunteers • OCDOA Staff is on the Steering Committee for the “Building Integrated Communities Project”, Town of Chapel Hill 	<ul style="list-style-type: none"> • Senior Center, AT, and Volunteer Connect Brochures were translated to Spanish. Will work on translating these documents to Mandarin next. 	<ul style="list-style-type: none"> • Dropped off information about OCDOA and Senior Centers at: <ul style="list-style-type: none"> • Refugee Support Center • El Centro Hispano • County budget request for an additional \$2000 for verbal translation services • Actively recruited Spanish/Latina and Asian participants to the Friends of Seymour Board. Research conducted on Spanish social group as it relates to senior center programming – awaiting results.	
Strategy 5.1.4: Improve accessibility within the senior centers.					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	ADA hotline– information was shared with OCDOA staff and members of the workgroup	<ul style="list-style-type: none"> • Telelanguage options were given to all OCDOA staff at Oct 8 All-Staff Meeting • Seymour Center front desk was trained on how to access Cardinal Innovations 800 number to access mental health resources 	Ongoing	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.4b. Funding is secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.	OCDOA		•	ADA Compliance issues at Seymour will be addressed in the renovations	
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.	OCDOA	Ongoing	• Ongoing	Ongoing	
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations			Ongoing advertisement in the Senior Times	
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations			Ongoing – Friend to Friend Program	
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA			Ongoing Friend to Friend Program	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Ongoing	Ongoing	Ongoing	
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Ongoing	Ongoing	Ongoing	
5.2.2e. A welcoming program is created at senior centers for new members.	OCDOA, Cardinal Innovations			Ongoing After Hours Program (Seymour) and Busy Bodies (Passmore)	
5.2.2f. A “Meet Your Neighbor” or “Bring A Friend” day is held quarterly, during which members are encouraged to bring others to the senior center.	OCDOA	Meet your neighbor done.			
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA, Cardinal Innovations		Mental Health and First Aid Training was offered on Oct 25 (18 attendees)	<ul style="list-style-type: none"> • Mental health training at the Faith Outreach Breakfast • NAMI Friend-to-Friend 12 week educational programming offered 2x year at Seymour – get the dates for this from LaTonya • Mental Health First Aid training planned (May 31 @ Passmore) 	
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA	<ul style="list-style-type: none"> • Essential Oils workshop held at OCDOA (Summer 2018) • Feeling Depressed Support Group at Passmore and Seymour (began Sept 2018) 	<ul style="list-style-type: none"> • Cardinal Innovations presented to SeniorStriders (Oct 2018): Accessing Mental Health services and GAST (Geriatric/ Adult Mental Health Specialty Team) • OCDOA workshop will be offered at SeniorStriders in Feb 2019: Improving Your Health and Well-being w/ Poetry 	Mental Health Panel Discussion scheduled (May 30 from 5-7pm @ Seymour)	
7.1.2e. Healthy IDEAS program is provided at the senior centers.		Enquires are being made among OCDOA staff		OCDOA staff member attended an educational webinar on mental health programming ideas	

Civic Participation and Employment Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.					
Strategy 6.1.1: Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
<p>6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.</p>	<p>OCDOA</p>	<ul style="list-style-type: none"> • Mature Job Seekers Resource Guide developed, distributed (libraries, community and senior centers) • Create Job Exchange on Website & Senior Center displays • Events: <ul style="list-style-type: none"> • 8/1/18 DTCC (37 attendees) • 8/14/18 job fair- met with two recruiters • 9/26/18 - spoke at OC DSS breakfast before NCWorks Job Fair in CH • Scheduling class with CH Chamber of Commerce (for Oct/Nov) • Meeting employers about Employment Specialist position (contacted 20-25 over last 8 months) • Conducted individual meetings, phone calls, emails with 69 people during Jul-Sept period • Met with rep from Efland Cheeks CC to schedule classes • Met with director of Cedar Grove CC to schedule job search classes • Met with rep. of Florence Gray Soltys Adult Day Health Program, Hillsborough 	<ul style="list-style-type: none"> • Contacted 9 employers in Nov about Employment Specialist Position; will meet in person during Jan-Mar • Met, talked, and/or emailed with 168 elder job seekers between July 1 - Nov 30 • New Director at Efland Cheeks; plan to schedule a meeting in Jan 2019 to discuss offering classes • Contact Director of Cedar Grove to schedule open time or workshop 	<ul style="list-style-type: none"> • Classes, meetings offered at Seymour, Passmore Centers • Job Search class <ul style="list-style-type: none"> • 2/20 at Cedar Grove CC; five participants • another scheduled for April • Trained 18 NCBA (National Center on Black Aging) counselors on resumes, cover letters • Met, talked with, emailed elder job seekers: <ul style="list-style-type: none"> • 12 (Dec) • 35 (Jan) • 30 (Feb) 	<p style="text-align: right;">30</p>

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.		Develop, track and report job placement for those working with Employment Specialist <ul style="list-style-type: none"> • 4-5 individuals have found jobs after working with Employment Specialist • Developing tools for more systematic tracking and evaluation • Analyzing data from existing info collected to date 	<ul style="list-style-type: none"> • 9 elder job seekers found FT or PT jobs, through Nov. 30 	<ul style="list-style-type: none"> • 14 elder job seekers found FT, PT, or started businesses Dec 1 - Mar. 22 • Met with OC Bus. Dev. Staff; getting info about OC employers for discussions and research • To dos: meet with small business owners to discuss "Why hire people 55+" 	
Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.		Job search classes at Senior Centers, Community Centers, and Libraries Monthly Class series at Seymour (first Friday) and Passmore (first Wednesday) <ul style="list-style-type: none"> • July -- Resumes Have Changed... Is Yours Current? • August -- 50% of All Jobs Are NOT Posted! How Do I Find Them? • September -- Using LinkedIn, and Knowing about mynextmove.org 	Monthly classes at Seymour (first Friday) and Passmore (first Wednesday). <ul style="list-style-type: none"> • October -- What Kind of Work Do You Want To Do? Is It Full-Time, Part-Time? • November -- Age Discrimination Exists! Discuss How to Successfully Address It, and More • December -- Job Seekers and Career Explorers -- Holiday Networking Can Be Very Effective! 	Adding workshops at Chapel Hill, Carrboro, Hillsborough Libraries. <ul style="list-style-type: none"> • April: Appearances matter; learn tips • May: 50% of Jobs not posted; how do you find them? • June: Preparing for a Job Fair: 3 steps • July: Guide your contacts; make it easy for them 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.2b. A group for older adults looking for alternative and entrepreneurial work is created and supported.		Will conduct research – Web and in-person; Developing name and mission	Obtaining additional input from the council (Elder Employment Quarterly Collaborative Council). Using this feedback, will conduct research Jan-Feb 2019.	More people are interested in starting their own business, working from home. Adding information, resources, guest presenters on topics like: <ul style="list-style-type: none"> • Creativity, bookkeepers, Accountants, Artists, Ceramics, Drivers, Caretakers • Using existing skills to create a business 	
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.		Develop and implement reporting system	Create draft reporting document, share with the council, obtain input in Jan-Feb	<ul style="list-style-type: none"> • Meeting evaluation form developed and is now being used • Discuss, agree to form confirming job / career search, new business success 	
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
<p>6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.</p>		<p>9/26/18 Job Fair- SCSEP, NC Works. Do more at Senior Centers, and with DSS</p>	<p>Monthly classes at Seymour (first Friday) and Passmore (first Wednesday).</p> <ul style="list-style-type: none"> • October -- What Kind of Work Do You Want To Do? Is It Full-Time, Part-Time? • November -- Age Discrimination Exists! Discuss How to Successfully Address It, and More • December -- Job Seekers and Career Explorers -- Holiday Networking Can Be Very Effective! <p>Working with leaders of OC DSS, NCWorks, and NCBA to offer Job Fair Prep classes in 2019</p>	<p>Adding "Preparing for a Job Fair" classes at Seymour, Passmore, and possibly OC DSS and OC Libraries</p>	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.3b. Job fair and networking events are held, with transportation options.		Assess 8/1/18 event – Working and Volunteering After Retirement, make changes to improve future events	Planning a “Working and Volunteering After Retirement” event for 2019. A draft agenda has been prepared and will be shared with the council in January. Additions to the 2019 event (based on feedback from the 2018 event) include: <ul style="list-style-type: none"> • adding a panel of employers • providing a workshop on preparing for job fair 	<ul style="list-style-type: none"> • Working with DTCC / Hillsborough campus on two dates -- June / July, and Oct. / Nov. • Adding employers panel – “what do they seek” and “being 55+” 	
Strategy 6.1.4: Create “Senior Internship” opportunities, whereby older adults obtain internships with possibility of future hire.					
6.1.4a. Research is conducted and recommendations are created about best practices for a “Senior Internship”.		Get employers input, develop proposal, get sponsors, promote, launch	Obtain more input, develop report and proposal draft; share with the council in Feb-Mar	<ul style="list-style-type: none"> • Obtain employer input in April/May; • Share results with Council and work with the Council to confirm next steps 	
6.1.4b. “Senior internships” are created with partners in the county.		Develop, present and implement test program with employers	Target Apr-Jun for testing with OC employers	Schedule meetings w / OC employers; confirm findings, next step. If positive, prepare and launch.	
6.1.4c. Older adults are hired after completing their “internships”.		Track results, report, use to promote increased hiring		When info available, report	
Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.					
Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.		Summarize, recommend next steps, and implement	Complete summary, develop and share proposed report with the council (Elder Employment Quarterly Collaborative Council) Feb 2019	Update info in Resource Guide, share with Council. Target date: May 6	
6.2.1b. More older adults report utilizing and benefiting from these resources and services.		Summarize anecdotal and written reports. Develop survey form, distribute, summarize, and report	Develop and implement evaluation report for elder job seekers input	<ul style="list-style-type: none"> • Contact all people served since 7/1/17; summarize, report. Target date: May 24 • Developed a tool to get feedback from job seekers using Employment Specialist services – started using this form in 2019 	
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.		Do events in Senior and Community Centers, libraries	<ul style="list-style-type: none"> • Discuss available opportunities with representatives from DSS and OC Libraries. • Workshop at Orange Correctional Center: Transition to workplace from being in prison 	<ul style="list-style-type: none"> • See 6.1.2a and 6.1.3b re: libraries • Workshops at Orange Correction Center on April 11, May 2 	
6.2.1d. New training opportunities are held and evaluated.		Get information and commitments from employers, present findings to OCDOA	Request thoughts from employers, Chambers of Commerce members.	Will report when available	
Objective 6.3: Promote the value of an experienced workforce to local employers.					
Strategy 6.3.1: Create awareness campaign designed to (1) promote older adults as productive, experienced, reliable, and entrepreneurial members that positively impact the labor force; (2) highlight employers that are successfully integrating older adult workers; and (3) provide information to Orange County employers to best serve an older adult workforce.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.		Develop questionnaire; conduct research to identify barriers; develop concepts; create flyers and Web content	<ul style="list-style-type: none"> • Completing information review in Dec.-Jan • Prepare report for the council (Elder Employment Quarterly Collaborative Council) • Create Web content and flyers 	<ul style="list-style-type: none"> • Summarizing info, will share w/Council. Target date: May 31 • Create proposed Web copy and flyers. Target date: tbd 	
6.3.1b. Public campaign is created and evaluated.		Launch and promote, freshen and update as needed	Target launch date March 1	Add to OC Web site; provide Chambers of Commerce; and selected employers	
Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.					
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.		Confirm tax credits existing now. Develop proposal for presenting to key stakeholders, legislators and other decision makers	Complete review and develop summary; share with the council in Feb.	ongoing	
6.3.2b. Members of the Older Adult Employment Collaborative promote new policies to provide tax credits with key stakeholders and decision makers.		Schedule and present report, request assistance in proposing legislation to provide and/or improve tax credits for hiring older adults	With the council's input, develop proposal for OC and State of NC legislators. Target date: TBD	ongoing	
6.3.2c. Tax credits for employers hiring older adults become available.					

Community Support and Health Services Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 7.2: Expand services to help older adults age in their homes and communities.					
Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	Conducting Aging in Place community presentations at Senior Living Communities <ul style="list-style-type: none"> • Kirkwood community completed 9/2018 • Aging in Place table at the Chapel Hill Library (see 7.5) 	Aging Transitions continues to serve more individuals to support their aging in place by providing in-home aid services up to 6 hours per week; recently moved all persons off waitlist	<ul style="list-style-type: none"> • Through end of fiscal year, AT is able to help families with more than 6 hours per week of services (currently no families on the wait list) • AT will pilot a faith respite program which will allow families to attend religious services up to twice a month • Aging in place presentation offered at: <ul style="list-style-type: none"> • Meadowmont • Courtyard at Homestead 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.1b. EMS/OCDOA Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.	EMS/OCDOA	<ul style="list-style-type: none"> • Meeting scheduled December 2018 to formalize documentation for this program • Hillsborough/Mebane/Timberline – Partnership between Duke and Orange County “On the Move Clinic” to • Deprescribing initiative to reduce opioid prescriptions to decrease falls 	<ul style="list-style-type: none"> • Aging Transitions met with EMS Community Paramedics around falls prevention efforts; next meeting in March • EMS met with Duke Primary Care and will begin making referrals of Duke patients into the program in the 3rd Quarter 	<ul style="list-style-type: none"> • Regularly meeting with EMS and Community Paramedics to refine Stay Up and Active Program and avoid duplicating services • Falls Prevention SRT working with EMS to schedule Falls Academy (to be offered in the Fall) 	
7.2.1c. More older adult patients are served in their home settings through medical outreach programs like REACH and Doctors Making Housecalls.	UNC Health Care, Piedmont Health	Currently, UNC Health Care is focused on expanding inpatient palliative services through REACH			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.1d. "Remembering When" home inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.	OC Emergency Services	<ul style="list-style-type: none"> • 3 OCES staff attended the "Remembering When Program Train the Trainer Course" in Wilmington • Partnering with UNC Injury Prevention, OCES conducted the first Orange County Remembering When Course for over 20 residents of ENO Haven in November 		<ul style="list-style-type: none"> • OCES is held a Remembering When at Carolina Spring Senior Apartments in late January • OC Meals on Wheels and Emergency Services partnering so ES can visit the home of each OC Meals on Wheels program recipient to check batteries in smoke detectors and replace them as needed (this work is currently in progress and should be completed by summer) • Completed Remembering When Event in Carrboro on February 18, 2019. Partner with Carrboro Fire Rescue and UNC Injury Prevention. • Upcoming 3rd event April 16, 2019 at the Cedar Grove Community Center at 11am. 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.1e. Educational programs are provided at the senior centers yearly to increase awareness and use of technology for home safety.	OCDOA/Senior Centers		Two technology education programs held at Efland-Cheeks and Cedar Grove Community Centers	The Seymour Program Advisory Committee received the 2018 National Institute of Senior Centers Programs of Excellence Award for their Technology Symposium "Making Technology Easier for Seniors". A Volunteer Technology Assistance Program was developed based on these workshops.	
7.2.1f. Workforce development strategies are planned and implemented so that people caring for older adults are well-trained.	OCDOA/Senior Centers	UNC Hospital Hillsborough: working on becoming a geriatric-certified hospital. As part of the certification process, UNC will include training to staff (goal 100% of staff trained), and make training available to caregivers and community members	UNC Hospital Hillsborough became the first hospital in NC to receive Geriatric Emergency Department Accreditation (November 2018)		
Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.	OCDOA / VC55+	VC55+ MPH intern has been hired (Fall 2018 semester) to assist staff in developing this program through a needs assessment, research of best practices, and program plan	<ul style="list-style-type: none"> • Formative research, including literature review completed • Community stakeholder meetings are ongoing (3 have been conducted) 	<ul style="list-style-type: none"> • Health Care Navigator Pilot project – will have a program plan developed and submitted to the Risk Manager this spring. Training should start this summer (an intern will help with this) • UNC Senior Mentor Program partners medical students with older adults to combat ageism – highlighted in New York Times article (Oct 2018) 	
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA, UNC Health Care	<ul style="list-style-type: none"> • First Faith Alliance meeting 9/2018 – plan to continue to work together to have booths at fairs, etc. • Faith outreach quarterly breakfasts 	UNC Health Care actively seeking faith community partner		
7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check writing, bookkeeping, etc.).	OCDOA / VC55+	VC55+ MPH intern has been hired (Fall 2018 semester) to assist staff in developing this program through a needs assessment, research of best practices, and program plan	<ul style="list-style-type: none"> • Formative research, including literature review completed • Community stakeholder meetings are ongoing (3 have been conducted) 	Mail and Money Management pilot project has created a program plan draft. Anticipate training and recruitment to start this summer	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.2d. Policies at OCDOA are reviewed to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.	OCDOA/AT	<ul style="list-style-type: none"> • Policies have been revised to allow concerned neighbors and SALT Community Visitors to make referrals to OCDOA through a simple form where at-risk individuals grant consent for OCDOA to contact them • Project EngAGE Mental Wellness Senior Resource Team developing Mental Health & Aging Resource Guide 	New pilot project implemented at Senior Centers' front desks, with new procedure in place for after-hours and weekend client interventions	Orientation completed by VC55+ and AT with SALT volunteers to review policies and procedures for referrals <ul style="list-style-type: none"> • Currently utilizing the AT referral form 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
<p>7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.</p>	<p>OCDOA / VC55+</p>	<p>~8 ramps ~12 other repairs Home Preservation Coalition – continues to meet to organize home repairs across OC</p>	<p>~ 2 Ramps ~ 5 other repairs Home Preservation Coalition – continues to meet to organize home repairs across OC</p>	<ul style="list-style-type: none"> • Central coordination for Handy Helpers: All referrals come in through the Help Line, are handed off to the Handy Helper coordinator who prioritizes and then assigns to Handy Helper Volunteers • SEEA grant received by TJOG to fund ways to increase communication & collaboration among home repair groups in Orange and Chatham Counties. OCDOA is a “funded partner” and will receive funds over the next 2 years to support the involvement of Handy Helpers in the collaboration and communication processes they develop. Handy Helpers will be joining an elite force of home repair Jedi poised to transform the face of older adult home repair across the world! • UNC Pop Health will host a volunteer day with Handy Helpers (April 2019) 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Strategy 7.2.3: Emergency preparedness education reflects and incorporates the needs of older adults.					
7.2.3a. Emergency Preparedness Checklist is revised to reflect senior issues.	ES, Health Dept, Sheriff's Dept, Town Police Depts				
7.2.3b. Issues specific to older adults are included in crisis intervention team training.	ES, Health Dept, Sheriff's Dept, Town Police Depts	Four OCES EMS Supervisors successfully completed CIT Team Training.			
Objective 7.3: Improve collaboration between medical providers and OCDOA.					
Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.					
7.3.1a. At least one collaborative project is created between the OCDOA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.	OCDOA/AT and UNC Health Care (Senior Alliance)	OCDOA and UNC Health Care have partnered to co-sponsor quarterly faith outreach breakfasts at the UNC Hopsital – Hillsborough Campus	OCDOA and UNC Health Care continue to partner to co-sponsor quarterly faith outreach breakfasts at the UNC Hospital – Hillsborough Campus	UNC Health Center launched new Epic module for screening social determinants of health and connecting to resources (prompted by Medicaid mandate). They hope to have population health data in a few years.	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	OCDOA and Piedmont Health met to discuss possible collaborations, and to share existing resources		<ul style="list-style-type: none"> • OCDOA Spanish Social Club, Piedmont Health conducting Info. Sessions • Four Lunch & Learn sessions scheduled beginning June 2019: (1) Piedmont and PACE services, (2) Opioid use, (3) Mental Wellness, (4) Dental Health • Discussions for OCDOA to house a rep from Piedmont Health to offer support to older adults • Cardinal Innovations scheduled Adult Mental Health First Aid Training May 31 at Passmore • Cardinal Innovations is Partnering with DSS, Health Department, Department of Housing and Community Support to offer Mental Health First Aid training: April 30 @ DSS, May 3 and May 10 1-5 @ Homestead (two parts) • Mental Wellness Panel scheduled for May 30 5-7pm @ Seymour Center 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 7.4: Address the problem of food insecurity among older adults.					
Strategy 7.4.1: Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.					
7.4.1a. More volunteers are recruited and trained to assist with meal preparation and/or meal delivery.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	OCRA continues to serve more individuals each month	OCRA continues to serve more individuals each month	<ul style="list-style-type: none"> • Universal application pending for meal agencies • OCRA added a new route in Rougemount (OCRA serves a total of 92 seniors) • OCRA is starting a lending library, polling interest and taking items to clients (lower tech) 	
7.4.1c. New drop-off and pick up points for meal delivery volunteers are established in rural areas.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	OCRA continues to provide a northern Orange, rural pick-up point for their volunteers	OCRA continues to provide a northern Orange, rural pick-up point for their volunteers	<ul style="list-style-type: none"> • OCRA added a new route in Rougemount • OCRA added a 2nd meal to Wednesday delivery 	
Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.					
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA/ Advisory Board			<ul style="list-style-type: none"> • Made contact with the Food Council to discuss job position and further collaboration • Meals on Wheels representative applied for Chapel Hill Town Council 	
Strategy 7.4.3: Increase awareness of food services for older adults.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.	OCDOA, DSS IFC OCIM, OCRA	<ul style="list-style-type: none"> • Commodity Senior Food Program: OCDOA continues to coordinate and host the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) <ul style="list-style-type: none"> • currently serving 208 low-income OC older adults • Farmers Market food vouchers distributed (income based program) 	Commodity Senior Food Program: OCDOA continues to coordinate and hosted the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) <ul style="list-style-type: none"> • currently serving 243 low-income OC older adults 	Commodity Senior/ Supplemental Food Program: OCDOA continues to coordinate and hosted the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) <ul style="list-style-type: none"> • currently serving 250 low-income OC older adults 	
Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.					
Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.5.1a. Increased number of village groups in Orange County.	OCDOA	Project EngAGE Neighborhood Connections SRT held outreach event at the CH Public Library to provide information and recruit new neighborhoods (Age in Place, emergency contacts, etc.)	Project EngAGE Neighborhood Connections SRT held outreach event at the Hillsborough Orange County Public Library to provide information and recruit new aging in place neighborhoods	<ul style="list-style-type: none"> Project EngAGE Neighborhood Connections SRT held outreach event at the Hillsborough Orange County Public Library to provide information and recruit new aging in place neighborhoods Neighborhood Connections Resource Guide will be added to the OCDOA website (this is a guide for making your community Age Friendly and for aging in place) 	
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.					
Strategy 7.6.1: Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.					
7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC		Project EngAGE End of Life Choices SRT held October event, "Let's Continue the Conversation: End of Life Care Conversations Groups" (14 attendees)	End of Life Choices SRT completed two initiatives <ul style="list-style-type: none"> VSED event (80+ attendees) Let's Continue the Conversations (17 attendees) 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Project EngAGE End of Life SRT met with UNC Health Care to discuss collaboration for April 2019 Health Care Decisions Day event		UNC Health will have booths for their employees at their Health Care Decisions Day event (April)	
7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC		Project EngAGE End of Life Choices SRT held October event, "Let's Continue the Conversation: End of Life Care Conversations Groups" (14 attendees)	<ul style="list-style-type: none"> • VSED event held in March. A second planned for June (at Passmore) • End of Life Choices Let's Continue the Conversations 2-parts part 1 held in March part 2 held in April (both at Seymour) 	
7.6.1d. Five Wishes and other documents are available for Orange County residents at multiple locations (e.g., senior centers, libraries, major healthcare systems) and in various languages.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	OCDOA continues to provide free Five Wishes booklets upon request		OCDOA continues to provide free Five Wishes booklets upon request and specifically at every End of Life event	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.6.1e. More people are aware of and are using OCDOA notary services.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC			At final EOL SRT event "Let's Continue the Conversation" more people made aware of utilizing notary services	
7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-term care facilities, etc., are created to promote end of life discussions.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Project EngAGE End of Life SRT continues to partner with UNC Partnerships in Aging Program to invite students to participate in its events	Project EngAGE Long-term Care SRT is partnering with Chapel Hill High School students to provide volunteering support at Signature Healthcare (skilled nursing facility)	<ul style="list-style-type: none"> • Project EngAGE Long-term Care SRT is partnering with Chapel Hill High School students to provide volunteering support at Signature Healthcare (skilled nursing facility) • Studio A Dance Arts performed an End of Life Dance at Chapel Hill East and Ferrington • UNC MPH students partnered with Signature Healthcare for a photovoice project 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.6.1g. Volunteer legal service is made available twice yearly to assist older adults in writing/changing wills and other legal documents (e.g., power of attorney, living will).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	New contact with legal services – OCDOA has started making referrals to these		Legal Aid services are being provided once a month (4 th Thurs) on alternating months at the Seymour and Passmore Centers	
Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.					
7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	<ul style="list-style-type: none"> • UNC committee is working on revamping policies around Advanced Care planning • Duke – Advanced Care directives are integrated into their EHR 	Project EngAGE Senior Leader selected and participating in research project at Duke related to advanced care planning – community members administering 5-wishes or practical form – to compare forms and the roles of race of the person administering the form and congruency of the race of the person completing it	Project EngAGE Senior Leaders' work with Duke is ongoing	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.6.2b. Healthcare providers incorporate end-of-life discussions into routine care, and provide/complete Medical Orders for Scope of Treatment (MOST) and Do Not Resuscitate (DNR) forms for their patients as appropriate.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS			<ul style="list-style-type: none"> • Centralized Care Teams at UNC have been trained on Advanced Care Planning, and this will be a metric next year • Piedmont Health Cardiologist held a focus group held in April with OC residents and UNC Geriatric Fellows to address ways to create the ideal doctor's visit • Starting in June - Next Gen Medicare patients will be able to waive co-pay for Advanced Care Planning 	
7.6.2c. EMS task force on mobile MOST/DNR forms recommends ways to authorize MOST/DNR care wishes when away from home.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	OCES Completed trainings with Carol Woods and have initiated the DNR Bracelet Project. Carol Woods has made a request for additional Bracelets.	<ul style="list-style-type: none"> • A CPR/ Semiautomatic defibrillator course will be provided at Carol Woods Jan 2019 • OCES will conduct follow up discussion with Carol Woods prior to releasing bracelets County wide 		
Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.6.3b. Legislation is supported to increase choice at end of life.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department	Dying Right NC – working on these issues and looking for opportunities to change legislation	Planning Spring event: “Voluntary Stopping of Eating and Drinking: A Little Known End-of-life Option”	<ul style="list-style-type: none"> • VSED event held in March 2nd event to be held in June at the Passmore Center • Dying Right NC, writing and possibly introducing a bill to expand/ legalize EOL choices 	
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department			Cemetery in Carrboro now offering Green Burial	
Objective 6.4: Expand enriching volunteer opportunities for older adults.					
Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA / VC55+	Ongoing (~410 volunteers at OCDOA)	Ongoing (~410 volunteers at OCDOA)	Ongoing (~450 active volunteers with OCDoA)	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+		VC55+ currently administering volunteer survey around effects of volunteering on mental and physical health	Results of VC55+ survey shows highly beneficial impacts of volunteering. Respondents reported positive impacts on mental (79%), social (76%), and physical (50%) wellbeing. 76% of respondents reported creating 3 more new social connections through volunteerism. The next survey will be issued in June 2019	
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	Ongoing	Ongoing	Ongoing Chapel Hill Meals on Wheels will send a blurb to VC55+ to add to the list of volunteer opportunities	
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+			OCDOA is currently recruiting for Project EngAGE Class 5. Class 5 will begin in September.	
Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy Helpers, Volunteer Drivers, Friend to Friend, SALT).	OCDOA / VC55+	Ongoing	Ongoing	Ongoing, still recruiting to increase the number of volunteers (Drivers, Friend-to-Friend, SALT, Handy Helpers)	
6.4.2b: New community-based volunteer programs are planned and implemented that address social isolation and support persons to age in community.	OCDOA / VC55+	Newly formed Long-term care Project EngAGE SRT has created visiting program at Signature Healthcare, with Chapel Hill High School students		<ul style="list-style-type: none"> • Project EngAGE Long-term Care SRT is partnering with Chapel Hill High School students to provide volunteering support at Signature Healthcare (skilled nursing facility) • LTC SRT completed 6 recruitment sessions at both Seymour and Passmore • Studio A Dance Arts performed an End of Life Dance at Chapel Hill East and Farrington • UNC MPH students partnered with Signature Healthcare for a photovoice project 	
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.		<ul style="list-style-type: none"> All staff transitioned to permanent OCDOA, Aging Transitions employees Conversations how to modify the program moving forward (lessons learned, data analysis, etc.) New group Connect More at Seymour – to provide support for caregivers – first meeting 09/2018 	Final OC Cares program evaluation completed.	<ul style="list-style-type: none"> Findings from OC Cares program evaluation reported to the Aging Board. Decided to continue to use the name OC Cares to describe services offered. All services and staff have been incorporated into the Aging Transitions division. 	
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.		Dementia trainings and Memory Café on the Move will continue post OCCares – and will focus on field trips to serve unmet needs of the community	<ul style="list-style-type: none"> Planning to expand Memory Café opportunities Dementia 101 training conducted at Eflands-Cheeks CC 	<ul style="list-style-type: none"> Monthly Dementia 101 classes across OC <ul style="list-style-type: none"> CH Library (over 30 attendees) Memory Cafés on the Move have been completed at local coffee shops in Chapel Hill and Hillsborough Small group outings offered monthly for those with dementia (recently held at Ackland) 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.		97 businesses trained	<ul style="list-style-type: none"> • Ongoing • Planning follow-up evaluation with businesses trained 1-2 years ago 	<ul style="list-style-type: none"> • Continuing to train businesses across the county to engage people with memory problems (99 trained) • Reached out of businesses at 1 and 2 year post training to evaluate how things are going post training. Data is currently being analyzed. • UNC Hospital Hillsborough conducted Dementia Friendly Hospital Training – for all staff (up to 16 hours) 	
5.1.3d. More caregivers are referred to and served each year by the OCDOA.		More referrals to Aging Transitions Hotline – live answer 8am-4pm	Ongoing		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	<ul style="list-style-type: none"> • Pilot-ConnectMore with Seymour group convened 9/2018—will run in 6wk increments (2.5 hrs x 6 weeks), pilot – the group will focus on linking people in more meaningful ways to OCDOA and community programing, follow-up with participants after the 6 week session is over • Improving social isolation among older adults remains primary focus • Hope the pilot will provide info to help programing better meet the needs of seniors • Carolina Spring Independent Senior Housing Community, Carrboro – invited to give a presentation about early signs of dementia (9/2018) 	Ongoing	<ul style="list-style-type: none"> • ConnectMore – ran Sept to Feb – but not well attended • Will pilot a new program starting April 17: Care Partner Collaborative Group <ul style="list-style-type: none"> • collaborative where care partners and person with dementia come together for an educational/social group • goals: increase group cohesion, link attendees to other programs and services (ex: Memory Café, etc) • every care partner will volunteer time to provide support to the group 	
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.					
Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	VC55+	<ul style="list-style-type: none"> • Project EngAGE Long-term Care SRT and VC55+ created new long-term care visitation program at Signature Healthcare, in Chapel Hill • Volunteer orientation for high school students held 		<ul style="list-style-type: none"> • Project EngAGE Long-term Care SRT is partnering with Chapel Hill High School students to provide volunteering support at Signature Healthcare (skilled nursing facility) • LTC SRT completed 6 recruitment sessions at both Seymour and Passmore • Studio A Dance Arts performed an End of Life Dance at Chapel Hill East and Ferrington • UNC MPH students partnered with Signature Healthcare for a photovoice project 	
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	OCODA partnering with Signature Healthcare skilled nursing facility through Friend to Friend program	One new Friend to Friend match made at Brookdale Assisted Living at Meadowmont	<ul style="list-style-type: none"> • Long Term Care SRT member is manning recruitment tables @ Passmore and Seymour to increase the number of LTC SRT volunteers • Signature Health Care is developing a program to bring high functioning residents to the Seymour Center 	

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.5.1c: Nursing Home and Adult Care Home Advisory Committee members promote activities that support resident and staff well-being and that reduce social isolation	Community Advisory Committee (CAC) members, Ombudsman	Program to increase participation by residents (provide materials like puzzles, craft materials, etc.)		<ul style="list-style-type: none"> • Currently recruiting committee members • Quarterly reports updated and issued to Aging Transitions Administrator 	

Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.					
Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.					
8.1.1a. Comprehensive list of liaisons is created and maintained.		OCDOA has identified over 150 faith-based organizations, and collected specific liaisons for more than half.	SHIIP – provided 8 medical office contacts	8 Medical Provider liaison's identified. • 1 Liaison at UNC Center for Aging & Health disseminates health & wellness information quarterly (online calendar)	
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	<ul style="list-style-type: none"> OCDOA communication shares events with OC Health Dept., OCPL, CHPL, and DEAPR SHIIP coordinator & volunteers share Medicare events and information with medical offices & pharmacies OCDOA distributes aging-related resources and events at quarterly Faith Outreach Breakfasts and email lists; faith-based liaisons share information with their congregations 	<ul style="list-style-type: none"> Work started in Y2Q1 is ongoing OCDOA special events and announcements are broadcast on the Public Access Channel and shared on 13 public OC digital monitors: <ul style="list-style-type: none"> Sportsplex (1) DSS (1) Passmore (1) Seymour (1) Parks & Rec (1) Health Dept (4) Tax (1) Planning (1) Register of Deeds (1) Library (1) 	Ongoing Faith Outreach quarterly breakfasts held in March. The next is scheduled for June	

<p>8.1.1c. Information is distributed at least quarterly to designated liaisons.</p>		<ul style="list-style-type: none"> • OCDOA distributes aging-related resources and events through quarterly faith outreach breakfasts and email lists; faith-based liaisons share information with their congregations. • Senior Times posts info about parks, greenways, and trails • New Health and Wellness Ambassador volunteer is going to Senior Centers monthly to provide info about Health Promotion • Attendees to the Dementia Friendly Businesses Training receive a monthly newsletter with caregiver resources 	<ul style="list-style-type: none"> • Continue to communicate with Faith SRT – at quarterly meetings; liaisons share information with their congregations • Attendees to the Dementia Friendly Training for Businesses receive a monthly newsletter with caregiver resources • Medical office contacts (from SHIP) were added to the OCDOA listserv • Information distributed through partnering home-care agencies, and area community centers 	<ul style="list-style-type: none"> • Ongoing • OCDOA is signed up for town newsletters (Carrboro, Hillsborough, Chapel Hill) and sends relevant updates to committee members • Cardinal Innovations provided training at the March Faith Outreach breakfast • AARP with present on fraud prevention at the June 11 Faith Outreach Breakfast 	
<p>8.1.1d. Liaisons are created with non-English organizations.</p>	<p>OCDOA, El Centro NC</p>	<ul style="list-style-type: none"> • Staffed 5th Annual Latin American Festival on 8/26/18. Provided brochures & flyers about OCDOA services & programs in Spanish (~200 reached) • Close connection with El Centro to facilitate Senior Employment 	<ul style="list-style-type: none"> • El Centro continues to be a partner for employment concerns of older Hispanic workers (1 referred this quarter) • New relationship with El Futuro and their mental health services for Spanish speakers 	<ul style="list-style-type: none"> • Established an information sharing partnership with the Community Specialist at El Centro Hispano Inc. in Carrboro. • Employment relationship est. with El Centro Hispano, NCBA, Orange Correctional Center 	

<p>8.1.1e. Liaisons are created with neighborhood groups.</p>		<p>Project EngAGE Neighborhood Connection SRT continues identify relationships with neighborhood groups throughout the County</p>	<p>Work identified in Q1 by Project EngAGE Neighborhood Connection SRT is ongoing</p>	<ul style="list-style-type: none"> • Joined <i>Nextdoor</i>, the private social network for neighborhoods. Invited OCDOA Endless Possibilities subscribers, staff, and Facebook followers; and SHARP committee members to recommend the Passmore Center and the Seymour Center on <i>Nextdoor</i> • Neighborhood Connection Senior Resource Team updating handbook. Will be added to OCDOA website. The handbook includes neighborhood connections and aging in place resources. 	
<p>Strategy 8.1.2: Make OCDOA communications available in a variety of languages.</p>					
<p>8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.</p>	<p>OCDOA, Orange County Government – Community Relations</p>	<p>Press releases go to Spanish language media outlets: El Centro, UnaVision, La Connexion USA, Que Pasa Media, La Noticia</p>	<p>Ongoing</p>	<p>Ongoing New: See 8.1.1d</p>	
<p>Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.</p>					

<p>8.1.3a. Print versions of the Senior Times are in larger print and with less information.</p>	<p>OCDOA</p>	<p>OCDOA staff submitted request to OC IT Dept. to create front facing Senior Times (ST) template form for ST contributor submissions. This would populate a database that could produce queries and reports (waiting on meeting w/IT)</p>	<ul style="list-style-type: none"> • OCDOA staff met with OC IT to discuss Senior Times project. Ongoing workgroup to plan needs and functionality. • Exploring interface with RecTrac registration program. Project proposal to be submitted to OC IT next quarter. 		
<p>8.1.3b. Additional versions of the Senior Times are explored, including print and online versions in Spanish and Mandarin (and other languages as needed) and an audible version.</p>					
<p>8.1.3c. Drop off locations are expanded.</p>		<p>At least 2 new drop off locations in Hillsborough</p>			
<p>Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.</p>					

<p>8.1.4a. OCDOA webpage hits increased each year.</p>	<p>OCDOA</p>	<p>Total Sessions (Hits): 7,734. Up 2.41% from October 2017.</p> <p>Top 5 pages:</p> <ol style="list-style-type: none"> 1. Aging Homepage (2,808) 2. Sr. Ctr. Programs (1,907) 3. Aging Services (357) 4. Locations & Hours (343) 5. Senior Times & Resource Guide (268) <p><i>NOTE: The website was offline several days while migrating to a new platform. The new platform launched 8/27/18.</i></p>	<p>Total Sessions (Hits): 11,361. Up 47% from Q1.</p> <p>Top 5 pages:</p> <ol style="list-style-type: none"> 1. Aging Main Page (2,827) 2. Senior Center programs (2,596) 3. Senior Times (969) 4. Classes Trips (879) 5. Medicare Assistance (709) <p><i>NOTE: The website was migrating to a new platform on 8/27/18.</i></p>	<p>Total Sessions (Hits): 19,563. Up 72% from Q2 (Reporting from 1/1/19 – 3/26/19).</p> <p>Top 5 pages:</p> <ol style="list-style-type: none"> 1. Aging Main Page (3590) 2. Tax Assistance (2656) 3. Senior Center Programs (2623) 4. VITA Appointment (1628) 5. Classes / Trips (1330) 	
<p>8.1.4b. OCDOA Facebook page has more friends/hits each year.</p>	<p>OCDOA</p>	<p>Total Facebook "Likes": 419. Up 13.24% from October 2017.</p>	<p>Facebook likes up 5% Total likes: 440</p>	<p>Facebook likes up 5% Total likes: 462</p>	
<p>8.1.4c. Number of Listserv members increased each year.</p>	<p>OCDOA – Endless Possibilities, Community News for Caregivers</p>	<ul style="list-style-type: none"> • <i>Endless Possibilities:</i> 2991 subscribers • <i>Community News for Caregivers:</i> 530 subscribers 	<ul style="list-style-type: none"> • <i>Endless Possibilities:</i> 3091 subscribers • <i>Community News for Caregivers:</i> 541 subscribers 	<ul style="list-style-type: none"> • <i>Endless Possibilities:</i> 3345 subscribers • <i>Community News for Caregivers:</i> 573 subscribers 	

<p>8.1.4d. New methods established to keep up with technological advances.</p>	<p>OCDOA, OC IT, OC Community Relations</p>	<ul style="list-style-type: none"> • Automated verification emails sent to Community Resource (RG) Guide listing agencies, keeping RG online database & pdf updated • OCDOA staff working with OC IT to further streamline the online verification process (ongoing) • OCDOA staff worked with OC Community Relations to implement digital monitor signage at both senior centers. Provided training to staff on the monitor software and assigned staff to update daily schedules, lunch menus, and special events (ongoing) • Communications volunteers update events on online community calendars. Events are tracked & assigned using Airtable software (Chapelboro.com, News of Orange, Visit Hillsborough, Hillsborough Chamber of Commerce, Daily Tar Heel, Southern Neighbor.) 	<ul style="list-style-type: none"> • Community Resource Guide verification project ongoing • Exploring options with OC IT and staff to further refine daily activity reports on digital monitors • Senior Center program and events are advertised on the OCDOA Facebook Page 	<p><i>Nextdoor</i> (see 8.1.1e) and Google Business platforms used to share information and promote senior centers.</p>	
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<p>8.1.4e. People report they are hearing about events/programming through these sources when they register.</p>			<ul style="list-style-type: none"> • Data collected by SHIIP program for all client contacts. • Are working to develop a process to track this for all programs across OCDOA by adapting the process used currently by SHIIP programs <p>11.4% of people who responded to the Senior Center Registration survey indicated they heard of the Senior Center through the internet.</p>		
<p>Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.</p>					

<p>8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.</p>	<p>OCDOA, OC – Community Relations</p>	<p>OCDOA staff submitted special program/event press releases, PSA’s, advertisements to the Community Relations director for release on County and local media outlets</p>	<ul style="list-style-type: none"> • OCDOA staff met with OC Community Relations to explore additional avenues for advertising to promote programs/services; Community Relations will reach out to local radio and newspaper for opportunities and will share with OCDOA & other County departments. • Aging Transitions has conducted radio interviews around dementia friendly business (DFB) program • Developing new DFB training video using local families 	<ul style="list-style-type: none"> • Public Service Announcements (PSA): <ul style="list-style-type: none"> • WCHL (VITA, Sr. Games) • WCOM (VITA, Sr. Games) • WHUP (VITA, Sr. Games) • Radio Interviews: <ul style="list-style-type: none"> • WCHL (VITA, Sr. Games) • WCOM • WHUP (SHIIP, VITA, VC55+) • Harris Teeter Prescription Bag Ads: <ul style="list-style-type: none"> • 3 locations (2 new) • Newspaper Ads: <ul style="list-style-type: none"> • News of Orange County • Newspaper Articles: <ul style="list-style-type: none"> • Daily Tar Heel (Memory Café) • UNC Radio interview completed about DFB program • Intern from UNC making recommendations for updating training videos for the Dementia Education Collaborative 	
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<p>8.1.5b. OCDOA program, service, and resource information is distributed at community events.</p>	<p>OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center</p>	<p>OCDOA communication coordinated registration & staffing at local resource fairs (# reached):</p> <ul style="list-style-type: none"> • Caregivers Summit – Chapel Hill (200) • 5th Annual Latin American Festival (200) • UNC Health Care Employee Benefits Fair (50) • Family Health, Safety & Resource Fair - OC Schools (15) • Cedar Grove Community Center - Yard Sale (1) • Info table at Walmart in Hillsborough <p>County monitors are providing information on parks, trails, greenways that were highlighted in Senior Times</p>	<p>OCDOA program information distributed at local resource fairs (# reached):</p> <ul style="list-style-type: none"> • UNC Stroke Survivor Event (25) • Primetime Business and ACCESS Health Open Enrollment Expos (31) • Moving Day NC Triangle - Walk for Parkinson's (23) • 2018 Health Fair "Safeguard Your Health" at Hickory Grove Baptist Church (30) • UNC Hospitals Geriatric Fair (7) • SAS - Eldercare Fair: (50) • UNC Wellness Centers Health & Wellness Expo (40) • Annual Habitat Homeowner Celebration (11) • 2018 UNC Carolina Serves: Fair (11) • Medicare Open House at UNC Family Medicine (200) • Aging Transitions has attended and tabled ~12 community events 	<p>OCDOA program information distributed at local resource fairs (# reached):</p> <ul style="list-style-type: none"> • 2019 UNC Total WellBeing Expo (42) • UNC Annual Health & Wellness Fair- Hillsborough Campus (37) • El Centro Hispano, Inc. community event (100) • Aging Transitions tabling at ~4 community events 	
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<p>8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.</p>		<p>Project EngAGE Neighborhood Connection SRT has created, and plans to distribute, “How to Age in Community through Neighborhood Connections Guide” that features several OCDOA programs and services</p>	<p>Ongoing</p>		
<p>8.1.5d. The number of Project EngAGE graduates is increased each year.</p>					
<p>8.1.5e. People report they are hearing about events/programming through these sources when they register.</p>			<p>People who responded to the Senior Center Registration Survey indicated they heard about programs through non-electronic sources</p> <ul style="list-style-type: none"> • Friend or Family Member (68.9%) • Senior Times (21.5%) • Newspaper (13.6%) • Brochure (6.1%) 		
<p>Strategy 8.1.6: Partner with other organizations to promote and publicize each other’s events and information.</p>					

<p>8.1.6a. Community groups, organizations, and key liaisons are identified.</p>	<p>OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center</p>	<p>See 8.1.1b; 8.1.5b</p> <ul style="list-style-type: none"> • OCDOA housing workgroup maintains contacts with key members of organizations and community groups related to housing • Close connection with El Centro to facilitate Senior Employment 	<ul style="list-style-type: none"> • Key liaisons in the Efland community have been identified through events at the center and bus travel training. • Meals on Wheels of Chapel Hill has been identified as a key way to distribute info. to transit dependent individuals. • Senior Housing Reported featured on: <ul style="list-style-type: none"> • UNC Partnerships in Aging Program website • Affordable Housing Coalition website • Continue improving relationship with El Centro. • Take next steps with OC Transition Program, assisting people with felony convictions 	<p>See 8.1.1b; 8.1.5b</p> <ul style="list-style-type: none"> • Distribution of flyers about transportation options to be distributed by Meals on Wheels of CH and OCRA. • Senior Housing Report disseminated to: <ul style="list-style-type: none"> • Town and County Governments • AARP • Chatham MAP • Employment Specialist is enhancing existing relationships; developing new ones with appropriate groups <ul style="list-style-type: none"> • Currently partnering with libraries 	
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<p>8.1.6b. Events are publicized by multiple organizations.</p>	<p>OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center</p>	<p>See 8.1.1b Affordable Housing Summit report was released in October, with a community press release; the housing report was sent to stakeholders and interested community members across many organizations</p>	<p>See 8.1.1.b Special events are posted on online community calendars</p> <ul style="list-style-type: none"> • Chapelboro.com • News of Orange • Visit Hillsborough • Hillsborough Chamber of Commerce • Daily Tar Heel • Southern Neighbor • Orange County Arts Commission <p>Organizations that promote events/info:</p> <ul style="list-style-type: none"> • UNC Partnerships in Aging Program • Efland United Voices • Cedar Grove CC • CH and OC libraries • OC Gov't Depts. • CHT sends press releases to UNC and Town governments of CH and Carrboro 	<p>See 8.1.1.b</p> <ul style="list-style-type: none"> • New: Quarterly health and wellness events, programs & services promoted on UNC Center for Aging and Health online calendar • NC Senior Driver Safety Coalition –presentation by OCDOA's Transportation Specialist about ongoing educational programs. This info to go out in quarterly minutes to Coalition membership • MAP housing agencies shared upcoming meetings at workgroup meeting. 	
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<p>8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.</p>		<p>Ongoing</p>	<p>See 8.1.1.b and 8.1.6.b</p> <p>Transportation classes and trips that take place at community centers are advertised:</p> <ul style="list-style-type: none"> • flyers at the community centers • community listservs (when available) • Online calendars for News of Orange, Chapelboro.com, Daily Tar Heel, and Southern Neighbor <p>Continue Quarterly Senior, e-newsletters. Use WCHL, WCOM (Carrboro); meet WHUP (Hillsborough) leadership.</p>	<p>See 8.1.1.b and 8.1.6.b</p> <ul style="list-style-type: none"> • Employment to: <ul style="list-style-type: none"> • Schedule interviews with WCHL and WHUP. • Send info to Chambers of Commerce • OC Library increased publicity of Bus Riding 101 classes held on site. Class size reflected this. • Aging in Community listserv (over 600 people) is being used to publicize End of Life SRT events. 	
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<p>8.1.6d. Community center events are posted at senior centers and included in listserv mailings.</p>	<p>OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center</p>	<p>Community center events and OCDOA programs held at local community centers are promoted at the senior centers, ODCOA listserv mailings, and Senior Times</p>	<ul style="list-style-type: none"> • Carrboro Recreation and Parks bring copies of their brochure to Seymour (3 times a year) • Community Center events listed in the Senior Times are included in the senior center listserv. 	<ul style="list-style-type: none"> • Requested community center events and OCDOA programs held at local community centers are promoted at the senior centers and in ODCOA listserv mailings • Senior Times includes information about Carrboro and Chapel Hill Parks and Rec outdoor programs for older adults. • Senior Times includes information about Carrboro and Chapel Hill Parks and Rec outdoor programs for older adults. • OCDOA is currently recruiting for Project EngAGE Class 5. Class 5 will begin in September. 	
<p>8.1.6e. A link to program information is established on DEAPR's website, and vice versa.</p>				<p>Talked to DEAPR, there is already a link to online program registration, no need for additional link.</p>	
<p>Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.</p>					

<p>8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.</p>		<p>OCDOA Bi-annual Questionnaires Senior Center surveys – data collected in September</p>	<p>See 8.1.4e</p> <p>Senior Center Registration survey “How did you hear about the Senior Center”</p> <ul style="list-style-type: none"> • Friend or Family Member (68.9%) • Senior Times (21.5%) • Newspaper (13.6%) • Internet (11.4%) • Brochure (6.1%) • Other (10.5%) 	<p>See 8.1.4e</p>	
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