

Agenda Item Number:

**ORANGE COUNTY BOARD OF HEALTH
AGENDA ITEM SUMMARY**

Meeting Date: September 23, 2020

Agenda Item Subject: Department on Aging Overview

Attachment(s): PowerPoint Presentation and OC Master Aging Plan Year Three Highlights

Staff or Board Member Reporting: Janice Tyler, Director Orange County Department on Aging

Purpose: Action
 Information only
 Information with possible action

Summary Information:

Janice Tyler, Director of the Department on Aging will discuss the aging population in Orange County, services of the Department on Aging, and the department' Master Aging Plan.

Recommended Action: Approve
 Approve & forward to Board of Commissioners for action
 Approve & forward to _____
 Accept as information
 Revise & schedule for future action
 Other (detail):



Age-Friendly Orange County A Vision with Endless Possibilities

2017-22 Orange County Master Aging Plan and COVID-19 Response

Orange County Board of Health
September 23, 2020

- Age-Friendly Community – Joining a national network
- Why now and What’s happening locally
- 2017-22 Master Aging Plan
- Orange County Department on Aging Programs and Services
- COVID-19 response

Great Places for People of All Ages

AARP Livable Communities supports the efforts of neighborhoods, towns, cities and rural areas to be great places for people of all ages. We believe that communities should provide safe, walkable streets; age-friendly housing and transportation options; access to needed services; and opportunities for residents of all ages to participate in community life.

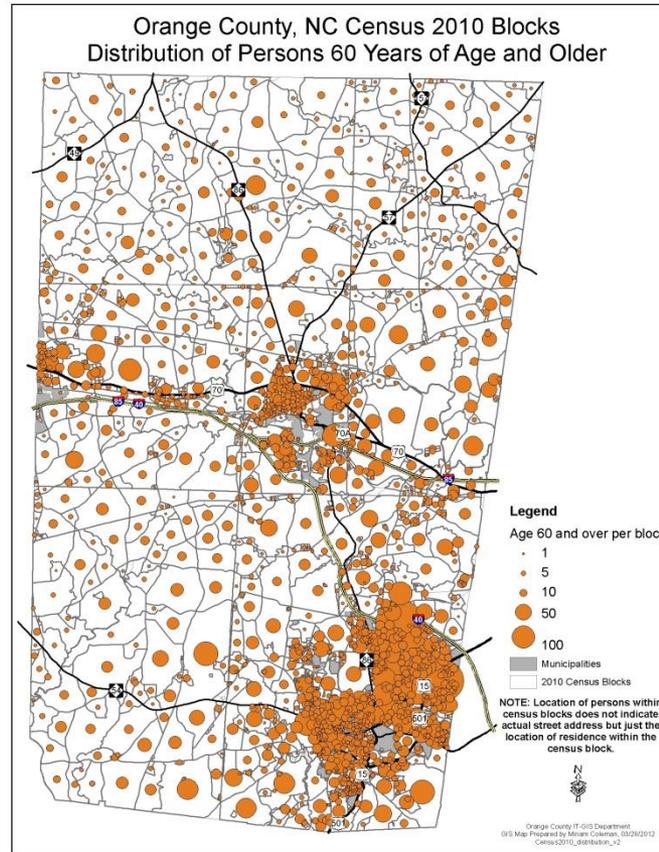
Why Now?

- By 2030 one in five Americans will be older than 65.
- The real change will happen in 2035 when there will be more people over the age 65 in the US than under age 18.

Seniors in Orange County

- 5.4% of people age 65+ live below 100% of the poverty level. 15.4% of people age 65+ live between 100% and 199% of the poverty level. 100% – 199% of poverty levels for one person = annual incomes between \$11,770 and \$23,539. (2016)
- People over 65+ are the most cost-burdened age group for housing. 28% of homeowners and 56% of renters are paying more than 30% of their income on housing.
- In case you are interested....The 5-year (2012-2016) estimated median annual household income for householders 65+ in Orange County is \$52,897.

Aging in Orange County



Orange

Aging profile, 2018

Ages	2018		2038		% Change (2018-2038)
	#	%	#	%	
Total	145,574		175,664		20.7%
0-17	26,695	18%	28,168	16%	5.5%
18-44	61,760	42%	70,838	40%	14.7%
45-59	27,916	19%	31,332	18%	12.2%
60+	29,203	20%	45,326	26%	55.2%
65+	20,346	14%	36,885	21%	81.3%
85+	1,883	1%	6,418	4%	240.8%

So what are we doing in Orange County to prepare for this growing older adult population?



Hillsborough Sr. Center

Original Central Orange Senior Center



Chapel Hill Senior Center

Northside Senior Center



Central Orange Senior Center



Robert and Pearl Seymour Center

Master Aging Plan Process

Framework: Age Friendly Communities

- Started in 2006 to help communities prepare for aging population
- Comprised of 8 domains
- Orange County was the first in NC to join the network

WHO Age Friendly Community Framework



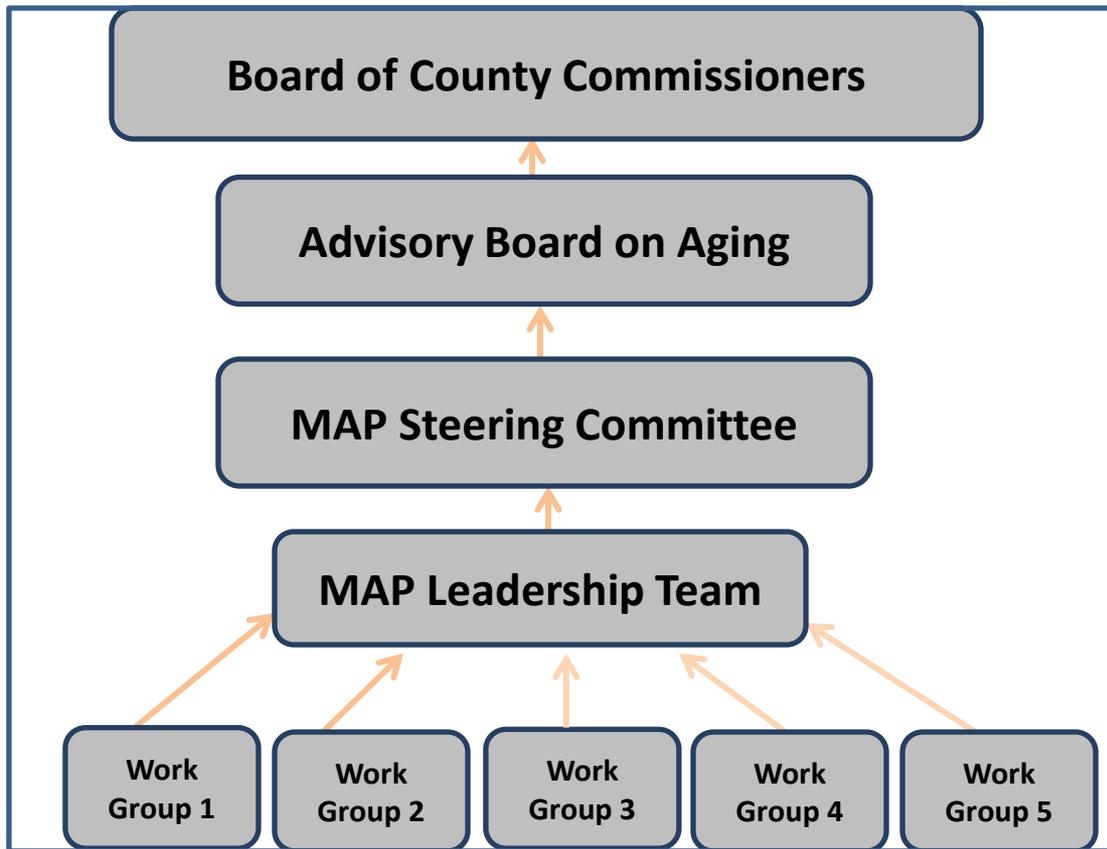
Needs Assessment

- Surveys
- Focus groups
- Community meetings
- Key informant interviews

Work Groups

- Transportation and Outdoor Spaces & Buildings
- Housing
- Social Participation and Respect & Social Inclusion
- Civic Participation & Employment
- Community Support & Health Services

MAP Authority/Planning Structure



2017-22 Master Aging Plan is on our website along with quarterly updates.



So that's the big picture....
What happens on a daily basis at the
Orange County Department on Aging?

Mission

- To provide leadership in planning and operating a system of integrated aging services through state of the art senior centers, serving as focal points for coordinated community and individualized programs designed to educate seniors and their families and maximize the health, well-being, community engagement, and independence of older adults at all functional levels.

Program Divisions

- Senior Center Operations
 - Seymour Center – serves 450+ persons daily
 - Passmore Center – serves 250+ persons daily
- Aging Transitions
- Volunteer Connect 55+
 - 400+ volunteers

A One Stop Shop for Aging Services!

Senior Centers

The One Stop Shop for Aging Services
A Wellness Center



Aging Transitions

One-Stop-Shop for Aging In Place Supports

Information & Assistance: Telephone and office consultations about age-related issues, such as housing options, insurance, community resources, transportation, advocacy, etc.

Individual Consultations: Confidential sessions to assist with age-related transitions.

Medical Equipment Loan Program/Medical Supply Closet: Canes, wheelchairs, walkers, tub benches, etc. available for short-term loan. *Donations of equipment are appreciated.*

Telephone Reassurance: Supportive telephone calls made Monday through Friday to check on individuals who live alone.

Alzheimer's /Dementia Caregiver Support Group: Three different support groups are held monthly.

Care Partner Collaborative: Respite for caregivers one day a week.

DSS applications: Help with filling out applications for food stamps, low-income energy assistance, Medicaid, etc.

Community Presentations: Educational sessions, support groups, senior discussion groups, etc. are available on request.

Volunteer Connect 55+

A variety of peer-led and department directed programs to provide diverse, flexible and structure volunteer opportunities.

Senior Based Programs – Senior Center Support, Wellness programs, Chinese Connections, Arts, Entertainment, VITA

Community Based Programs – Aging Well Supports, Dementia Support Teams, Volunteer Driver Program, Board and Committee

Project EngAGE is a senior leadership program that trains Orange County seniors to become resource leaders and make their communities ideal place to age. Currently there are 13 Senior Resource Teams, ex, End of Life Options, Community Visiting, Faith Outreach, Fall Prevention, Caregiver Support, LGBTQ, Neighborhood Connections, etc.

Then..... COVID-19 Arrived

- Overnight everything changed!
- We met one of our MAP goals and became a Senior Center without Walls!



Offering Services, programs and resources to support older adults through the COVID-19 crisis and beyond.

See a few of our **COVID-19 Resources for Seniors** below. To view all we have to offer, visit us online at www.orangecountync.gov/Aging. For information, program registration or assistance, **please call:**

***Aging Helpline** (919) 968-2087
Passmore Center (919) 245-2015
Seymour Center (919) 968-2070

***Aging Helpline:** For information, assistance or to talk to trained staff about any aging-related issue, please call **(919) 968-2087** or email agingtransitions@orangecountync.gov. We try to find answers to your age-related questions and link you to the services that you need; 9 am – 4 pm, Mon - Fri.

- **English Aging Helpline:** Call 919-968-2087
- **Chinese Aging Helpline:** Call 919-245-4275
- **Spanish Aging Helpline:** Call 919-245-4245

Staff Appointments: Aging Transitions, Senior Center and Volunteer Connect 55+ **staff are available to meet by phone, email, virtually, or if needed in person.** Contact the senior centers or helpline above.

Lunch Program distributes curbside meals 3-times a week. A hot meal plus a boxed lunch will be distributed on Mondays, Wednesdays and Fridays, ensuring that our lunch participants continue to receive 6 meals weekly. At this time we are only accepting new applications for those county residents age 60 and over and who can pick up a meal at either the Seymour Center or Passmore Center. Only those in group quarters or within the county will be considered if they can identify someone to come and pick up their meal.

FREE Food Boxes: Commodity Supplemental Food Program Provides a monthly 43 lb. box of food to supplement the nutritional needs of Orange County low-income residents, age 60 and over. Annual household income guidelines are: 1 member - \$1,383 per month or less/ 2 members - \$1,868 per month or less/other household members may be eligible to qualify.

Grocery Delivery Service: If you are in need of grocery delivery, or if you know an older adult who would benefit from this service, Volunteer Connect 55+ is now offering this to Orange County residents age 60 and over. Ordering requirements apply.

Emergency Plan & Serious Illness Plan: When we make health decisions ahead of time and put those wishes in writing, we bring peace of mind to our families and to ourselves. This document is intended to aid in beginning your process for emergency planning during this COVID-19 health crisis. This form is not intended to be or to replace your advanced directives document, but as a tool to provide additional information for quick access should you need it.

Telephone Reassurance: As we continue to enforce social distancing, and social gatherings aren't possible, we want to make sure you're doing okay. Would you like a daily phone call just to check on you? We are actively enrolling new Orange County adults age 55 and over. If interested, contact us today!

Durable Medical Equipment: Our occupational therapist is available should you need durable medical equipment, or a phone consultation

Volunteer Driver Program continues to provide rides for older adults to essential services. This service has become even more important as Orange County Public Transit and Chapel Hill Transit have limited service

Employment Services for Older Adults: Job seekers, right now, there are part-time and full-time jobs available. Be sure your resume and cover letter are current, strong and compelling. Be confident and knowledgeable about interviewing -- how best to answer questions, and what questions you should ask. Call or text employment specialist, Mike Komives, for help: (919) 616-8778.

Tax Assistance - Virtual and Drop-Off Services: The Orange County VITA (Volunteer Income Tax Assistance Program) has transitioned to a Virtual/Drop-off Service providing assistance with 2019 tax returns for some taxpayers. The tax filing deadline for both Federal and NC State returns has been delayed to July 15, 2020. Call 919-245-4242 to learn more, or visit www.orangecountync.gov/ocncvita.

Care Partner Collaborative: A social gathering for care partners and their loved ones experiencing cognitive and/or physical challenges. We create a flexible space for sharing and connection, with all participants welcome to join in simple, enjoyable group activities according to individual ability levels. Available via GoToMeeting by phone or online.

Caregiver Support Group: Virtual meeting with other caregivers to share experiences, learn new skills, and get answers to questions about dementia and other long-term disabilities via GoToMeeting by phone or online.

Memory Cafe: A monthly opportunity for persons with dementia and their care partners to relax over a “virtual” cup of coffee and socialize, available via GoToMeeting by phone or online.

Fit Seniors offering "at home" options designed to help keep you fit and healthy. Exercise with your favorite OCDOA fitness instructor. Discover methods for staying safe and healthy at home or on the go.

Senior Center Programs have transitioned to online. Our new online programming offers a wide variety of classes and experiences including: museum tours, music lessons and sing-alongs, technology, educational, health and so much more. The opportunities are continually being updated as new programs come online.

COVID-19 Volunteer Opportunities: Would you like to share your skills and gifts with older adults in Orange County. Find your volunteer opportunity to help meet the needs and changing circumstances of individuals and organizations that serve older adults. Call us to find your volunteer match.

CONTACT:

Ageing Helpline: (919) 968-2087 | agingtransitions@orangecountync.gov

Passmore Center, 103 Meadowlands Dr., POB 8181, Hillsborough, NC 27278 | (919) 245-2015

Seymour Center, 2551 Homestead Rd., Chapel Hill, NC 27516 | (919) 968-2070

Website: www.orangecountync.gov/Aging



What are we worried about?

- **The health risks of social isolation**
 - Social Recession - an epidemic of isolation and loneliness stemming from months of not being able to interact in person with friends, family, co-workers and neighbors.
 - Launching an initiative to connect with hundreds of past participants
- **Deconditioning of our older adults**
- **Access to technology**
- **When, if ever, will daily life return to “normal”**



Janice Tyler

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919-245-4255

www.orangecountync.gov/departments/aging

www.facebook.com/OrangeCountyDepartmentOnAging



Orange County Master Aging Plan Year 3 (2019-2020) Highlights



OUTDOOR SPACES AND BUILDINGS

- OCDOA and Carrboro Parks and Recreation held regular guided nature walks until COVID-19.
- Hillsborough agreed to hang up movement posters at bus stops.
- Held a planning meeting around starting the volunteer workgroup focused on advocacy for outdoor spaces.



COMMUNITY SUPPORTS AND HEALTH SERVICES

- VolunteerConnect55+ and Community Based Services Teams continued to provide food assistance programs: ~300 CSFP participants are served monthly with the support of CHPD/CPD/HP/CFD/CHFD/OCSO. Congregate Lunch program was transitioned to a drive-through program and serves ~140 individuals per week with support of CHPD/CPD/HPD/OCSO.
- OCRA and Chapel Hill Meals on Wheels merged on July 1, 2020 to expand service to older adults throughout the county.
- After COVID-19, Aging Transitions successfully transitioned multiple support groups to a virtual format with no interruption of service for our older adults. New COVID-19 Emotional Wellness support group to begin in September.
- Sheriff's Office received a \$5000 grant from the Alzheimer's Foundation to expand participation in the Life Track program; the Sheriff's Office is currently serving ~35 residents throughout the county.



SOCIAL PARTICIPATION, RESPECT, AND INCLUSION

- Increased bilingual, Spanish, and Mandarin language programming, including working with Piedmont Health to create Spanish language health series.
- Seymour Center expansion construction started for the expansion of programs.
- The OCDOA switched many programs to virtual offerings and expanded the Senior Center Without Walls initiative after the start of COVID-19.



HOUSING

- Community Connections: PeeWee Homes, Inc received funding from Carol Woods Charitable Giving Fund, the Town of Chapel Hill, and the Oak Foundation to build a home for 2 more seniors moving out of homelessness.
- Community Development: With support from UNC's Partnerships in Aging Program, Charles House Association, and the Triangle Community Foundation, a team from the Marion Cheek Jackson Center is working to coordinate services/supports and intergenerational care networks to support aging in community in the Northside Neighborhood.
- Evaluation: Successfully funded an MPH practicum to formally evaluate the OC Housing Preservation Coalition work through the SEEA grant.
- Education: Springboarding from our OT students program plan, the OC Housing Preservation Coalition initiated a very active Education and Outreach Sub-committee that is beginning a whole home repair education series over the next year.



CIVIC ENGAGEMENT AND EMPLOYMENT

- Employment Specialist helped over 300 mature job seekers! Survey feedback has been very positive. After COVID-19, continued to help people via phone and email, and telling them about virtual events of interest.
- Held many workshops, job fairs, and courses in person and virtual ones after COVID-19. Events were organized both individually by the OCDOA Employment Specialist and in partnership with community groups like Hillsborough libraries, the National Caucus/Center on Black Aging, Department of Social Services, Durham Library, Durham Tech, Orange Correctional Center, Cedar Grove and Efland-Cheeks Community Centers, and NC Works.
- Developed Mature Job Seekers Resource Guide and updated information on OCDOA website. Updated resources with topics related to COVID-19. Used Endless Possibilities newsletters to communicate and provide links to additional resources, websites, and information sources.



TRANSPORTATION

- The OCDOA Volunteer Driving Program (VDP) provides necessary trips for seniors that have no existing public or non-public transit options that meet their needs. The program has grown from 9 to 15 volunteer drivers and has provided 426 one-way rides this past year. The VDP is currently working with a non-profit partner to develop a rideshare web/mobile app to help meet the demand of current and expected growth as we expand our reach to more rural areas and the population continues to age. If successful, we could become a model for the rest of the state.
- A dedicated Transportation Help-line is available M-F 8am-5pm. The Help-line receives an average of 85 calls per month from clinicians looking for transportation resources for a patient or a resident who is becoming temporarily or permanently transit dependent. A large percent of these callers are referred to para-transit partners and/or provided application assistance. EZ Rider has 20 new vans and OC Public Transit scheduled to add a second bus to the circulator route.
- The MAP Transportation Workgroup serves as a hub for improving transportation in the area by bringing together social service, transit, and health organizations for regular meetings to improve transit. The UNC Department of City and Regional Planning has invited the MAP Transportation Workgroup to participate in its research *Data Analytics to Identify and Address Transport Barriers to Care*, providing workgroup members the opportunity to participate in the design and testing of developing their data platform.



COMMUNICATION AND INFORMATION

- Established the OCDOA YouTube Channel: https://www.youtube.com/channel/UCEEI8ytoBeTy1qB0YGI_0mQ, another method for reaching new participants and sharing information.
- Adapting and keeping up with communication and information throughout COVID. After COVID-19, additional efforts have been made to share information via paper fliers that are distributed through food assistance programs.
- The Senior Times Improvement Project data collection was completed, analyzed, and reported to the workgroup. Results were used to inform the team's goals to improve organization, design and readability. Weekly workgroup sessions to begin in July.
- UNC PiAP intern hired to help get the word out about OCDOA services, events, and learning opportunities, and to advance aging readiness through social media.