

ORANGE COUNTY MASTER AGING PLAN



2020-2021

MAP Implementation Matrix: Year 4

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 4: 2020/21

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

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 6.4: Expand enriching volunteer opportunities for older adults.
- 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 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	Meetings of IGPW on old (need a new Aging Board member as former bd. Member rotated off the Aging Bd.)	Need to follow up with outgoing member and potentially find another board member to replace outgoing member		
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		<ul style="list-style-type: none"> IPWG hasn't met for some time Non-profits are offering nature based programs such as social distanced walks (Will research and contact Bridge to Sports as they have activities such as Bocce). Will try to connect with them to share information through dept channels. 		
Strategy 1.1.2: Provide both traditional and innovative means of monitoring and reporting maintenance issues about the condition of outdoor spaces and public buildings.					
1.1.2c. Training programs on using monitoring and	Orange County Asset Management Service		Complete.		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
reporting systems are provided at OCDOA.	(OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA				
Strategy 1.1.3: Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.					
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	<ul style="list-style-type: none"> • Ongoing – trying to identify members 	Follow up on emails related to this		
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	On hold due to COVID-19	<ul style="list-style-type: none"> • Using parking lot spaces creatively • Planning walks for the spring • Solstice drive event in Hillsborough – Arts Council • Seymour center new construction has additional sidewalks with handrails that may assist with increased outside use for visitors • Hillsborough is starting an accessibility plan for facilities 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	https://gis.orangecounty.nc.gov/8443/TrailsAndParks On hold due to COVID-19	<ul style="list-style-type: none"> • On hold • Will explore holding a virtual class in the Spring Zoom class. Chris D at tax office built map and may be the best person to train people, can contact through Marabeth 		
1.2.1h. Signs/trail markers are added at intersections of longer trails.	DEAPR, OCDOA, OCAMS		<ul style="list-style-type: none"> • Markers are there. Someone would need to identify and report issues. • Seven Mile Creek is a well-marked and beautiful trail to promote, but has a lot of roots. • Discussed making a list of trails that are more senior or ADA friendly ADA such as those with paved or gravel paths or near a bus route • The interactive trail MAP does specify some issues – could we add a new type marker to indicate these features? • Discussed making short videos to highlight certain trails, with the possibility of involving 4H. Marabeth to reach out 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			to see if they are interested and to share the videos of the farms.		
Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.					
1.2.2d. Internship opportunities are created with university students to help complete the work.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	On Hold due to COVID-19 Pandemic	<ul style="list-style-type: none"> • Completed 3-4 years ago for county buildings and parks and sidewalks • Hillsborough used staff time each year to complete • Potential to create internships for 4H students 		
Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.					
1.2.4c. Intergenerational outdoor spaces and activity stations are established at the senior centers.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	On Hold due to COVID-19 Pandemic	<ul style="list-style-type: none"> • Construction at Seymour Center will improve usability of outside space • New park in Mebane has activity stations • Hillsborough has considered stations in the past and decided it isn't a good use of funds as the equipment can be expensive, broken easily, and high maintenance. • Considering adding a few at Little River park • Kings Highway Park is adding a floating dock 		

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			for kayak input and sitting		
1.2.4e. At least one bus stop in each town is converted into a wellness stop/integrated garden.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	Working with Town of Hillsborough to put up movement posters at bus stops. Signage to be ordered.	<ul style="list-style-type: none"> • Bus stop has a rain garden with accessibility ramp right behind it • OCODA working on ordering posters 		

Transportation Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from transit partners	Received 2-year renewal of Grant Funding from Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the “Senior Transportation Expansion, Assessment and Mobility Management Project (STEAMM)”. Award increase from \$137K to \$167K.	<ul style="list-style-type: none"> MPO Board and Durham City Council grant ordinance have both approved the 5310 POP. FTA closed grant application from September to November, 5310 grant was just submitted this December. Should receive fund approval in January 2021 	•	•
2.1.1b. Increased number of volunteer drivers.	OCDOA	<ul style="list-style-type: none"> Current drivers are not driving due to COVID Drivers remain engaged in VDP thru monthly check ins Invited drivers to participate in Orange County Transit Plan 2020 Survey and Summit. 	<ul style="list-style-type: none"> Two VDP drivers have restarted providing rides Three VDP drivers have agreed to be part of Code the Dream rideshare app pilot -12/18/20 held Introductory Zoom call 	•	•
2.1.1c. Increased ridership.	OCDOA	Transportation Specialist drove 68 one-way trips. Providing emergency transport with strict adherence of PPE protocol	<ul style="list-style-type: none"> Transportation Specialist drove 70 one-way trips. Providing emergency transport with strict adherence of PPE protocol 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			<ul style="list-style-type: none"> • 5 new VDP riders added to the program 		
2.1.1d. Scheduling software is evaluated and purchased.	OCDOA	Working with Code the Dream on Rideshare app. Hired UNC PiAP intern 6hr/week to assist	<ul style="list-style-type: none"> • PiAP intern participates in weekly project calls with Code the Dream. • Intern held first rideshare app pilot call 12/18/20 - next call scheduled 1/5/21 		
2.1.1e. Expanded range of services is made available, including weekly errand trips and same day service.	OCDOA	Working with VC 55+ to expand program to include Grocery and Pharmacy deliveries	VC 55+ did not have active Grocery and Pharmacy deliveries participants, so just added these services to VDP program		
Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.					
2.1.2a. A needs assessment is conducted to define the needs and gaps in service hours and destinations.	CHT, OCPT	Extensive assessment conducted by Orange County Transit Plan 2020 – will be shared in October at Summit	<ul style="list-style-type: none"> • Attended Fall Transit Summit, 10/1/20, Updates found on OCTransit2020 website. 	•	
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	CHT, OCPT	<ul style="list-style-type: none"> • Both EZ Rider and OCPT reduced services April and May due to COVID. Both are limiting passenger count and adhering to PPE protocols • Stage 3 coming in October 	<ul style="list-style-type: none"> • Both EZ Rider and OCPT are limiting passenger count and adhering to PPE protocols • Due to increase in COVID remain on stage 2.5 and ridership is still down 	•	
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for	CHT, OCPT	<ul style="list-style-type: none"> • Both EZ Rider and OCPT reduced services April and May due to COVID. Both are limiting 	<ul style="list-style-type: none"> • Both EZ Rider and OCPT continue to limit passenger count and adhering to PPE protocols 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
residents living outside of Chapel Hill/Carrboro.		passenger count and adhering to PPE protocols	<ul style="list-style-type: none"> EZ Rider is exploring Trapeze software system to enhance door to door customer service 		
2.1.2d. Same day service to urgent care appointments is established.	CHT, OCPT	<ul style="list-style-type: none"> OCDOA pilot of Mobility on Demand Uber/Lyft model program in Hillsborough continues to be developed, but implementation is on hold due to COVID 	<ul style="list-style-type: none"> EZ Rider committee is discussing same day service option for medical needs OCPT postponed MOD pilot until spring 2021 		
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.					
2.2.1b. Grant opportunities are identified and pursued.	OCDOA	Waiting on results of UNC research team for <i>“First Mile to Using Data Analytics to Identify and Address Transport Barriers to Care”</i> to see if the MAP Transportation workgroup will participate in the design and testing of their data platform	<ul style="list-style-type: none"> MAP Transportation workgroup assisted UNC research team with referrals to interview 16 care coordinators for study Study results presented to the workgroup by UNC research team representative 12/16/20 		•
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.	OCDOA, OCPT, CHT	<ul style="list-style-type: none"> Durham Area Transit Authority and Durham County Access both submitted and received 5310 grant funds for 2020/21. Will try and reinstate 	<ul style="list-style-type: none"> Collaborations with Durham Access remain paused due to acquisition and new bidding and rehiring process. Workgroup members will reach out to 		•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> Will initiate conversations to identify transfer points between their services and OCPT & CHT 	Durham community to connect with appropriate contacts at National Express Transit selected to operate GoDurham		
2.2.1d. Transit dependent patients are identified by healthcare providers and assisted with securing transportation to appointments.	OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare	Will discuss a shared method of identification at next MAP Transportation meeting	<ul style="list-style-type: none"> Participated in PriHD Interdisciplinary Seminar in Health Equity 10/27/20 Workgroup will continue to work with UNC Health in developing identification strategies 	<ul style="list-style-type: none"> 	
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	(see 2.2.1c)	EZ Rider Committee will be creating a survey for rider needs and want to include cross county partners in survey for better collaboration		
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.	CHT, OCPT OCDOA	(see 2.2.1c)	(see 2.2.2a)		
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	Looking into information provided on the EMS Emergency Preparedness Checklist	<ul style="list-style-type: none"> Distribution of an Emergency Preparedness Checklist "Emergency Supply Kit" for older adults co-created by OCDOA and EMS 		<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.	<ul style="list-style-type: none"> VDP riders continue to be asked about their emergency plans upon enrollment 		<ul style="list-style-type: none">
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					
2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.	OCDOA, CHT, OCPT, GoTriangle	<ul style="list-style-type: none"> Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center Transportation information and resources are available every 3rd T-TH via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center 	<ul style="list-style-type: none"> Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center Transportation information and resources are available every 3rd T-TH via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
2.3.1b. Easy to read user guides are published and regularly updated.	OCDOA, CHT, OCPT, GoTriangle	<ul style="list-style-type: none"> Ongoing distribution of newly revised and easy to read transportation pamphlet 	<ul style="list-style-type: none"> On-going distribution of newly revised and easy to read transportation pamphlet 		
2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.	OCDOA, with support from OPT, CHT, community centers and public libraries	<ul style="list-style-type: none"> Transportation tabling and presentations have been placed on hold due to COVID Presenter for “Driving; Planning for Retirement” through the Caregiver Summit 	<ul style="list-style-type: none"> Transportation tabling and presentations have been placed on hold due to COVID Caregiver Summit presented to 1000+ registrants 10/22/20 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		being offered in October. Free to all. Over 1000 registered	<ul style="list-style-type: none"> Shared “UNC Trauma Talk podcast” for Older Driver Safety Awareness Week, thru Endless Possibilities 12/11/20 		
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	<ul style="list-style-type: none"> Bus Riding 101 class has been placed on hold due to COVID Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline 	<ul style="list-style-type: none"> Bus Riding 101 class has been placed on hold due to COVID Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline 		•
2.3.1e. Transportation Help Line and Go Triangle Call Center phone numbers are widely distributed.	OCDOA, GoTriangle		<ul style="list-style-type: none"> Continue to be shared via Senior Times and OCDOA website, Facebook and e-newsletters 	•	•
Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.					
2.3.2a. Universal symbols are used on all public buses, signs, and literature in Orange County to overcome language barriers and low literacy.	OPT, CHT, OCDOA	<ul style="list-style-type: none"> Will discuss how universal symbols are used on all public buses, signs, and literature in Orange County at next MAP Transportation meeting 	Group discussed appropriate bilingual and low vision identification and signage needs		
2.3.2b. Riders of door-to-door services are given real time information about bus arrival time and new technology for call back response system is employed.	OPT, CHT	<ul style="list-style-type: none"> Will discuss real time methods of sharing ridership information at next MAP Transportation meeting 	EZ Rider is exploring Trapeze software system that can provide para-transit bus arrival time and improve route tracking similar to fixed routes		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	<ul style="list-style-type: none"> • Still exploring ways to resume travel training during COVID 	Still exploring ways to resume travel training during COVID		
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	<ul style="list-style-type: none"> • Most social events happening virtually due to COVID • Transportation Specialist contact information is listed under relevant events in Senior Times. 			
5.2.1b. A ride sharing board is created to organize carpooling to special events, especially in the evenings.	OCDOA	<ul style="list-style-type: none"> • Most social events happening virtually due to COVID • Will revisit working with Social and Communications Workgroups 			

Housing Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.					
Strategy 3.1.1: Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.					
3.1.1a. A Housing Task Force is developed.		<ul style="list-style-type: none"> • Housing Workgroup members continued participation in Affordable Housing Coalition. • New intern to support Coalition activities was hired for Oct. 5 start. Coalition members supported funding for intern. Administration of internship via UNC Partnerships in Aging Program. 	Continued participation in Affordable Housing Coalition to advance livable design within all units that are up for Town and County development approval.	•	
3.1.1b. A list of state and local polices to target is created and changes are recommended.		COMPLETED	COMPLETED	COMPLETED	COMPLETED
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.					

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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"> • Carrboro's affordable housing special revenue fund, expecting to support Cobb Street Habitat property • Casa project on Merritt Mill road, Carr/CH border-received state funding through low income tax program, moving forward, planning on breaking ground in the spring • PeeWee Home on Mitchell Lane in permitting phase. Expected to break ground in November. 	<ul style="list-style-type: none"> • At the beckoning of Town of Carrboro, PeeWee Homes has identified property for possible building of Home #7. All current PeeWee Homes are occupied by seniors. • Senior Housing interests represented via service to PeeWee Homes Board of Directors by MAP Housing Workgroup leader. 		<ul style="list-style-type: none"> •
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.		None	None		
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	Eldercare Power Team begun in Northside neighborhood. Bi-weekly review of individual elders for support and services, including housing.	Elder Power Team continues to meet every other week. Database of people, services, supports and engagement opportunities to be built by PiAP staff and intern.		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	COMPLETED	COMPLETED	COMPLETED	COMPLETED
3.2.1e. Tax incentives are created that encourage accessible housing design and repair.		Currently approaching through a racial equity lens. OCHPC has sent specific policy questions, much related to tax policy, regarding home repair and preservation to the towns and the county for incorporation into their respective GARE processes.			
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)	No new consultations	Review of Cobb Street plan for livable design resulted in substantial modifications of architectural drawing.		•
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	GOAL exceeded (37% on the books but developments have been delayed due to COVID)			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	<ul style="list-style-type: none"> • 2200 Homestead Road, 120 units by Community Home Trust, Casa, Self-Help. Mixed use housing. Public meetings starting this fall for the next 6 months • Weavers Grove, Habitat Development of 100units. Planning on breaking ground in the spring 			
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.					
3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.	OC Housing	COMPLETED			
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	Reached out to OC Planning and was given the names of two specialists that older adults could call with questions.	This is no longer a practical or effective pathway to pursue. Close.		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		Ongoing assessment of this goal through OCHPC program evaluation.	OCHPC reports that homeowners on average are served by the first organization within the coalition within 6 months of applying to the coalition. Specific Urgent Home Repair program data would need to come from OC Housing and Community Development.		
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	Ongoing assessment of this goal through OCHPC program evaluation.	OCHPC reports that homeowners on average are served by the first organization within the coalition within 6 months of applying to the coalition. 77% of homeowners surveyed said they received their home repairs in a timely manner.		
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Closed as no longer appropriate.			
3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.		Not feasible. Handy Helpers program is alternative.			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	None			
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.					
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	No events planned at this time.	Green Burial event is planned.		
3.4.1b. Aging Readiness Campaign is created with yard signs, interactive websites, and resources that can help older adults and family members plan for their future housing needs.	OCDOA/ UNC Partnerships in Aging Program (PiAP)	UNC PiAP intern continued position with OCDOA to advance aging readiness through social media.	Shared Housing bulletin board under development.	•	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.		OCHPC has launched Phase 1 of Education modules in partnership with the MCJC, Habitat, and Hope Renovations. Phase 2 (4 in-depth workshops) is in planning phase for Spring 2021.	OCHPC has successfully completed 2 short workshops in partnership with MCJC, Habitat, Hope, and OCDOA with plans for multiple more this Spring. Phase 2, more substantial workshops, is planned and will begin Feb 6 th .		
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	Not feasible. Planning department provided specialists to call instead.			
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		No feasible. Planning department provided specialists to call instead.			
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		Not feasible. Planning department provided specialists to call instead.			
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.					

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA	OC Department of Housing and Community Development has 3 new hires to support emergency housing assistance and support allocation of CARES funds. Members of this Department have joined the MAP workgroup.	OC Housing and Community Development staff continue to assist community members to avoid evictions, provide emergency housing assistance and access housing opportunities. Landlords are being financially incentive to accept housing vouchers.		
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.		OCDOA collecting data about frequency of housing related calls to Aging Helpline. Exploring support for virtual shared housing bulletin board.	2-3 calls/week to Helpline re: housing needs. Development of Senior Housing Report is underway. Scheduled for February distribution.		
Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.					
3.6.2a. Network of repair/remodel organizations is developed.		COMPLETED (OCHPC ongoing work)			
3.6.2b. Collaboration coordinator is selected.		Current temporary position term ends in May 2021. Renewed attention to sustainability of this goal.	Current temporary position term ends in June 2021. No concrete plans for sustainability of this role, still pursuing.		
3.6.2c. Representative from each organization is designated to network.		COMPLETED (OCHPC ongoing work)			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
3.6.2d. Referrals are increased across organizations.		Ongoing assessment through OCHPC Program evaluation which is supported through a UNC PiAP intern working with Handy Helpers	100% of Homeowners referred to the OCHPC received collaborative case management. CPCA met weatherization goals for Orange County for the first time in several years because of referrals from OCHPC. Habitat was able to plan a full quarter out (much longer than usual) because they are receiving more referrals through OCHPC.		
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		(see 3.6.2d.)	62% of homeowners received home repairs from more than 1 organization in OCHPC.		
3.6.2f. More comprehensive repairs are provided to residents.		(see 3.6.2d.)	OCHPC evaluation report shows wide breath of types of repairs being completed in homes, with each home having an average of 13 projects identified by assessors.		

<p>3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.</p>		<p>(see 3.6.2d.)</p>	<ul style="list-style-type: none"> • OCHPC is predominantly serving an older adult population (80%), most frequently between 70-80yrs. • 92% of survey respondents said they would not have been able to afford home repairs without assistance from OCHPC. • 33.3% of survey respondents with completed repairs said they were less worried about their utility bills. • 82% of Orange County respondents reported improvements in safety, • 96% reported improvements in comfort, and around • 36% reported less fear of falling • 36% reported improvements in completing their everyday routines. • Across both Orange and Chatham county, 18% reported improvements in social isolation. • 80% were less stressed. 		
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Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			Full evaluation report will be available Jan 15 th .		
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		CARES funding has provided additional funds for ramps through Handy Helpers.			
3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.		This is no longer applicable or needed given the development of the OCHPC's processes. Close.			

Social Participation and Inclusion Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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. Some written and some person-to-person assistance provided with virtual programming.	Ongoing for individual appointments and virtual programs as needed		
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Ongoing but very limited during this quarter due to COVID-19 current staffing limitations during this time.	Ongoing but limited COVID-19 info provided in multiple languages		
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 – on hold due to COVID-19	Ongoing but limited		
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and	OCDOA	Ongoing – limited due to COVID-19	<ul style="list-style-type: none"> • Ongoing but limited • Continuing to explore ways to increase access for all during COVID – see 4.1.5 for more information 	<ul style="list-style-type: none"> • 	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
people with physical, mental, cognitive, and/or intellectual disabilities).			about Senior Center Without Walls		
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	Seymour Construction has continued throughout the first quarter and is nearing completion.	Will finish construction in early Jan		
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA	<ul style="list-style-type: none"> • Virtual and new “parking lot” programs created and available due to COVID-19, Virtual Offerings posted on website and social media, and shared with County Community Relations Director for promotion: <ul style="list-style-type: none"> 5 – Art 14 – Crafts 8 – Dance, Music, Theater 18 – Educational 4 – Language 4 – Pottery classes 34 – Computer classes 35 – Special Events 	<ul style="list-style-type: none"> • Senior centers opened for individual appointments. • Continued to focus on virtual and distanced programs. For example, parking lot programs, and using curbside lunch to celebrate birthdays and pass out puzzles, games, and books. • Increased programming since last quarter in many categories: <ul style="list-style-type: none"> 3 – Art 23 – Crafts 29 – Dance, Music, Theater 33 – Educational 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		16 – Wellness Special Events 10 – Exercise Classes • Note: The congregate meal program has never ceased due to COVID-19; it changed to curbside - 3 days per week w/ 2 meals per day!	5 – Language 2 – Pottery classes 24 – Computer classes 40 – Special Events 13 – Wellness Special Events 37 – Exercise Classes 4 – Trips/Tours • Additional categories with virtual activities: 3 – Wellness Opportunities 26 – Support Groups 17 – Interest Groups 2 - Organizations/ Clubs		
4.1.2c. More people participate at the senior centers.	OCDOA	Participation is down compared to 1 year ago and time before COVID-19 related to Stay-at-Home orders and guidance	<ul style="list-style-type: none"> • General participation decreased due to COVID-19. • Lunch program participation has doubled. 		
Strategy 4.1.3: Create more opportunities for intergenerational programming.					
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	OCDOA	Story Time Adventure with Law Enforcement is planned to be offered on 11/7	<ul style="list-style-type: none"> • Story Time Adventure event in partnership with Law Enforcement on 11/7 was successful. Planning similar even for Passmore Center • Efland Cheeks held 2 Virtual Movies and Convos events ~ 10 attendees 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
put on show, co-sponsored community service project).					
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.).		Ongoing but on hold due to COVID-19	<ul style="list-style-type: none"> Barnes and Noble and Rotary Club donated books for IG Story Time event above 	•	
4.1.3c. More young people are involved in senior center programming.		Ongoing but on hold due to COVID-19	<ul style="list-style-type: none"> Youth volunteers helped with lunch program High school intern working with OCODA Volunteer 55+ and helped with IG Story Time event Efland Cheeks has youth volunteers which help with food commodity box program 	•	•
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	Ongoing	<ul style="list-style-type: none"> Ongoing, availability is posted in ST Adding information to Endless Possibilities and Events newsletters to increase awareness 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	On hold due to COVID-19	<ul style="list-style-type: none"> No requests for help with fees for virtual programs. 	•	•
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA	On hold due to COVID-19	<ul style="list-style-type: none"> See above 	•	•
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA	Ongoing as requested	<ul style="list-style-type: none"> Ongoing as requested. There have been no recent scholarship requests. As a recent related example, staff printed out food program form and helped fill it out over the phone. Then the form was delivered to the client at home to sign and returned to the 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.					
4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	<ul style="list-style-type: none"> Due to the COVID-19 pandemic, virtual programming has been increased substantially. There is currently outreach efforts made to ID those who are in isolation and may welcome some computer or virtual access 	<ul style="list-style-type: none"> Program is well underway since COVID-19. Working on evaluation of online programs (happens 2x year for ongoing programs or as needed). Working on addressing barriers. Some reports of 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> OCDOA Leadership participating on a statewide plan to look at Social isolation 	<p>“Zoom fatigue” and trouble accessing virtual programming because of comfort with technology and lack of access to devices and/or Wi-Fi.</p> <ul style="list-style-type: none"> Discussed having Zoom instructions delivered with food. Discussed having volunteers available for individual coaching via phone or in person appointments. Senior Tech classes are offered and listed in ST - will add link to e-newsletters. Discussed WiFi availability through buses, in library and senior center parking lots, and potentially at the DSS café. People use computers on site at Efland Cheeks - will add to ST to contact the EC center if interested in using them. County is adding more cell towers to improve internet Continuing social isolation outreach 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			<p>project. MSW interns went through ~ 9k people in database and identified over 1k people that the OCDOA had not had contact with since the start of COVID. Survey includes one question related to access to tech, Wi-Fi, and if they need help using it.</p> <ul style="list-style-type: none"> • Additional list of 18 names with whom the OCDOA staff are calling and checking in regularly • OCDOA is now well equipped to meet the new state mandate now for senior centers to offer virtual programming. • Considering pilot of loaning tech devices to those that do not have it. 		
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	<ul style="list-style-type: none"> • On hold due to COVID-19 	<ul style="list-style-type: none"> • Planning to use CARES money to purchase new AV equipment to record virtual programs 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA	<ul style="list-style-type: none"> • A library of In Praise of Age tapes is filed and listed on OCDOA files. List available upon request. 	<ul style="list-style-type: none"> • Finished all IPoA videos, list updated • Received a large donation of DVDs. A volunteer organized 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> An OCDOA YouTube Channel has been developed and available on OCDOA Website. 32 views during August and Sept 	<p>them for the library. Were able to donate some duplicates to seniors during COVID for entertainment.</p> <ul style="list-style-type: none"> Mandarin videos were also donated and added to the library. Able to distribute many at a special fall event. Top videos have 250 views (check with Bev for Q1 and Q2) 		
4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA	•	<ul style="list-style-type: none"> Use has been limited Will add DVDs to Endless Possibilities newsletter and potentially ST 	•	•
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	On hold due to COVID-19	All OCDOA completed a Diversity Equity and Inclusion training this fall		
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA	On hold due to COVID-19	Ongoing but limited due to COVID-19		
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	On hold due to COVID-19	Sharing COVID-19 information in Mandarin and Spanish, especially with the lunch program		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	Ongoing, but on hold due to COVID-19 “Stay at Home” orders	Ongoing but limited due to COVID-19		
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	Ongoing	Ongoing		
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					
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	Ongoing, but limited due to COVID-19	<ul style="list-style-type: none"> • OCDOA leadership and staff sit on refugee and immigrant groups • Using Facebook account to share information in various languages from Health Department 	•	•
5.1.2b. OCDOA staff work with these groups to find out what		Ongoing, but limited due to COVID-19	• See above	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
services and programming they are most interested in, and those services are provided.					
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Ongoing, but limited due to COVID-19	<ul style="list-style-type: none"> • See above 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Limited due to COVID-19 “Stay at Home” order	<ul style="list-style-type: none"> • On hold 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Strategy 5.1.4: Improve accessibility within the senior centers.					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	On hold due to COVID-19	<ul style="list-style-type: none"> • New construction is improving accessibility of parking, entrance, and other outside spaces (e.g., no curb by bus stop, less slope at door, more sidewalks) 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		On hold due to COVID-19	<ul style="list-style-type: none"> • On hold 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it	OCDOA	Ongoing but limited due to COVID-19	<ul style="list-style-type: none"> • Ongoing for those who come in for 1-1 appts but limited • Durable Medical Equipment program still available 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
is located, and how to use it.					
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 (cross listed with Transportation Workgroup)	Ongoing but limited now because of no in person programing		
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	Ongoing, with limits due to COVID-19	Ongoing with limits due to COVID-19		
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	Ongoing, with limits due to COVID-19	Limited due to COVID-19, but using parking lot events and curbside lunch program for distanced socializing		
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Suspended due to COVID-19	Limited, lunch program doubled		
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Suspended due to COVID-19	On hold		
5.2.2f. A “Meet Your Neighbor” or “Bring A Friend” day is held quarterly, during which members are encouraged to bring	OCDOA	Ongoing, but suspended due to COVID-19	Ongoing with limits due to COVID-19		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
others to the senior center.					

Civic Participation and Employment Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA	Continuing to search for additional links and virtual meetings. Added Colonial Job Seekers and St. Michael's networking groups to list on Mature Job Seeker's web site and noted in Endless Possibilities newsletters.	Ongoing		•
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.	Older Adult Employment Collaborative	Employment Specialist helped mature job seekers (find event details below): <ul style="list-style-type: none"> • July – 46 (23 individual contacts and 23 at events) • Aug – 69 (28 individual contacts and 41 at events) • Sept – 61 (28 individual contacts, 33 at events) 	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> • Oct – 62 (29 individual contacts and 33 at events) • Nov – 48 (23 individual contacts and 25 at events) • Dec – 58 (27 individual contacts, 31 at events) 		
Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					
6.1.2a. Classes are provided to older	Older Adult Employment	Hosting events virtually as in person events on			•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
adults at senior centers and public libraries to explore entrepreneurial employment opportunities.	Collaborative, in partnership with the Orange County Public Library	hold due to COVID-19 pandemic, will revisit			
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	On hold during COVID-19 pandemic			
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	<ul style="list-style-type: none"> • Employment Specialist collaborated on TAFU (To Avoid Future Unemployment) virtual meetings on July 9, July 23, Aug 6, Aug 20 • “Being Better than Before” Webinar Series on July 1, Sept 23, Sept 25, Sept 30, Oct 2 	<ul style="list-style-type: none"> • Employment Specialist collaborated on TAFU virtual meetings on Oct 1, Oct 15, Nov 5, Nov 9, Nov 30, Dec 3, Dec 12 		
6.1.3b. Job fair and networking events are held, with transportation options.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	<ul style="list-style-type: none"> • Employment Specialist facilitated Jobs Network virtual meeting on July 11, July 25, Aug 8, Aug 22 • NC Biotechnology Center Networking meeting on July 13, Aug 17, Aug 31 	<ul style="list-style-type: none"> • Employment Specialist facilitated Jobs Network virtual meeting on Oct 10, Oct 24, Nov 14, Dec 5, Dec 12 • NC Biotechnology Center Networking meeting on Oct 26, 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		Colonial Baptist Job Seekers meetings on Aug 3, 10, 17, 24, 31	Dec 3, Dec 10, Dec 15 <ul style="list-style-type: none"> Colonial Baptist Job Seekers LinkedIn virtual meetings on Oct 5, Oct 19, Oct 26, Nov 11, Nov 17, Dec 7, Dec 14 		
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”.	Older Adult Employment Collaborative	On hold during COVID-19 pandemic	On hold during COVID-19 pandemic		
6.1.4b. “Senior internships” are created with partners in the county.		On hold during COVID-19 pandemic	On hold during COVID-19 pandemic		
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.					
6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.	Older Adult Employment Collaborative, with support from Orange County Public Library	<ul style="list-style-type: none"> Continue to update Mature Job Seekers Guide (https://www.orangecountync.gov/DocumentCenter/View/5128/OCDOA-Mature-Job-Seekers-Resource-Guide-FINAL?bidId=) Continue to offer employment services offered by OCDOA. For example, in addition to holding events, Employment 	Ongoing		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		Specialist is available by appointment to help individuals with processes like job identification, applications, resumes, networking, interviewing, and more			
6.2.1b. More older adults report utilizing and benefiting from these resources and services.	Older Adult Employment Collaborative, with support from Orange County Public Library	Tracking and reporting (see 6.1.1d.)	<ul style="list-style-type: none"> • Tracking and reporting (see 6.1.1d.) • Increase in individuals working with Employment Specialist on a weekly basis (11). All learned of services from Endless Possibilities e-newsletter or Senior times 		
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.	Older Adult Employment Collaborative, with support from Orange County Public Library	Posting services on LinkedIn, Facebook, Twitter; add Library when they open to public	Ongoing		
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	<ul style="list-style-type: none"> • See events under 6.1.3 • Employment Specialists began planning regular virtual presentations with office hours 	<ul style="list-style-type: none"> • See events under 6.1.3 • Employment Specialists continually updates materials and training to reflect new job market (e.g., working from home, networking during a pandemic, virtual interviews) 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.					
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	When hiring environment improves, initiate discussion with business owners to determine if practical to pursue, and when.	Reviewed detailed research on current unemployment data nationally and locally		

Community Support and Health Services Workgroup – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.1: Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	<ul style="list-style-type: none"> • Many physical activity programs transitioned to virtual offerings (FB and Zoom). • Increased the number of mental health classes and programs to match needs during COVID • Partnering for UNC Health Care for 1:1 hearing screenings • Partnering with Walgreens to offer flu shots • Health Department offering diabetes self-management education and nutrition counseling services as well as fun/rec classes (e.g., “stay well bingo”). • Nurses needed for OCDOA Fit Feet program. • Hosting multiple virtual programs for falls prevention 	<ul style="list-style-type: none"> • LGBTQ+ SRT held World AIDS Day Awareness virtual event (Dec 1) • Mental Wellness SRT held COVID-19 research virtual event (Dec 11) • Home Safety chats continuing • UNC Health doing mobile COVID testing in Wake County. • UNC health has shifted to much to telehealth and this is supported by insurance, including Medicare Annual Wellness Visits and behavioral health counseling with social workers. 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		awareness week in Sept • OCDOA OT completed a virtual home safety tour • UNC Health Care has been focusing on COVID response. They recently applied for a grant to expand community-wide testing capacity, especially in rural communities.			
7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update technology.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Fitness room has been moved	•	•	•
7.1.1e. More older adult opportunities are offered in SportsPlex Fieldhouse expansion.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Currently no programming due to COVID 19	• Fitness center is first come first serve • Classes are by appts. •	•	•
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
7.1.2a. More support groups are provided (e.g., health, grief, depression, life transitions, substance abuse, etc.) in various locations.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care, Duke Home Care and Hospice, Grief Oasis (CH)	<ul style="list-style-type: none"> • Maintaining caregiver support groups virtually. • Starting new support group for those experiencing mental health challenges such as anxiety depression (especially during COVID), led by LCSW-A • PACE offering virtual grief support group with chaplain. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
7.1.2b. Directory of mental health therapists and support groups appropriate for older adults is created and updated.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	<ul style="list-style-type: none"> • SRT completed this. Can feed into NC CARES 360 	<ul style="list-style-type: none"> • Maintaining caregiver support group, adding grief support group 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
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, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	<ul style="list-style-type: none"> • Cardinal is offering virtual trainings for: 1. Older Adult Mental Health First Aid and 2. Question, Persuade, Refer (QPR) suicide prevention. EMS is interested in these trainings. Contact information shared. 	<ul style="list-style-type: none"> • Completed. NC CARES 360 going live 12/8 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	<ul style="list-style-type: none"> • OCDOA Mental Wellness SRT hosted a virtual event, “Let’s Talk about Mental Health During COVID”, on July 23 	<ul style="list-style-type: none"> • Cardinal offering MHFA 1 face to face 8 hours, 2 2 hours home study webbased with 6 hours of face to face, 3 all online, materials are free of 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			cost. Other trainings available. including QPR goes deeper into suicide prevention		
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	<ul style="list-style-type: none"> • Able to do 1:1 visits for folks who can get to center and starting driveway visits this fall with existing and new clients • OCDOA already has a durable medical equipment loaning program for smaller items such as walkers. They are currently working on a database for larger pieces such as lifts and beds. • OCDOA have increased efforts to address social isolation during COVID (see Social Participation for additional details) • Aging Transitions MSW interns began calling and assessing nearly 1600 registered members of senior center who have not participated in 	<ul style="list-style-type: none"> • AT MSW interns and volunteers continue reaching out to 1600 seniors identified. Have heard from some people that they didn't realized OCDOA was open in any capacity at this time. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>programs since beginning of COVID</p> <ul style="list-style-type: none"> • UNC Hillsborough Hospital leading multiple efforts to adapt health services to better serve seniors in our community: <ol style="list-style-type: none"> 1. NC’s First Geriatrics Accredited ED, 2. member of the age friendly hospital network, 3. staff completed all training and now considered to be a dementia friendly hospital, and 4. new Geriatric Fellows will be shadowing EMS Strike Team. 			
<p>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.</p>	<p>EMS/OCDOA</p>	<ul style="list-style-type: none"> • Was paused due to COVID, meeting scheduled in Sept to regroup. • EMS saw a reduction in falls at the start of COVID (32 fewer compared to last year, since 2018 looking at March – Jun 2020 has 122 fewer falls), numbers are now increasing • EMS has been partnering with PACE 	<ul style="list-style-type: none"> • Stay up and active is on pause. EMS has started calling referrals to see what can be addressed over the phone and check in. Home visits on pause. Noticing reduction in falls still. Still have referrals from PACE – sending to Aging helpline as needed • 		<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		to decrease unnecessary ED visits • Piedmont Health has noticed a slight increase in falls since the start of COVID			
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	• On hold	• On hold	•	•
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	• Working with IG SRT to help with technology training classes, Partnering with CH/Carr city schools and UNC school of Pharm, ProjectAGE project will help with technology assistance • Home safety virtual 2x month Safety Chat to help keep people safe • Seymour Tech moved to all virtual classes – 34 classes in recent issue • Kramden Institute (nonprofit in Durham) provides classes and computers	• Ongoing • Volunteer partnerships with UNC groups and high school students	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.					
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+	<ul style="list-style-type: none"> Plans to launch pilot health navigator program in the spring. Materials are prepared and ready to launch when conditions are safer (on hold during COVID due to in-person 1:1 interactions) 	<ul style="list-style-type: none"> Exploring ways to restructure format in times of COVID, eg telemed 	•	•
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"> OCDOA, Faith Outreach SRT, and UNC Health Care hosted virtual Faith Outreach Qrtly Breakfast focused on Social Isolation on Sept 14 UNC Capstone team project on hold. 	<ul style="list-style-type: none"> On hold due to covid 		
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+	<ul style="list-style-type: none"> (see 7.2.2a) Mail Management program is also ready to go but on hold during COVID. Hoping to launch in winter or spring. 	<ul style="list-style-type: none"> Requires face to face, exploring virtual options and AT and Comm Based Services to ID older adults that don't have access to tech and if DOA can help. Syd – HS at Cedar Ridge looking for a way to volunteer to help with virtual tech. Have virtual bingo but older adults report not feeling comfortable 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			with tech. Can these students help bridge the gap.		
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"> • Ongoing 	<ul style="list-style-type: none"> • Ongoing • Updated for covid, volunteers Telephone reasur, Fto friend, and SALT can refer directly to AT, (how can we make direct referrals to MOW?) 		<ul style="list-style-type: none"> •
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	<ul style="list-style-type: none"> • Paused at the start of COVID. Regrouped and transition services. Active again starting on Sept 1. • Hope Renovations completing inside repairs using strict PPE guidelines - Housing department provided funding. • Handy Helpers completing outside repairs - CARES Act helping to pay. And received additional funding from the Sheriff's Office which will allow additional ramps to be completed. • Sheriff's Offices offering staff assistance for the HH volunteers during the 	<ul style="list-style-type: none"> • (See notes above) • HH continues with outside 9 exterior repairs – driveway, sidewalks, access and safety, 9 railings and 6 ramps HR continues inside repairs 27 – electrical, roofs, etc 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		implementation phase of the ramps <ul style="list-style-type: none"> • Hand Helper volunteers have completed 3 ramps since returning. We've also partnered with Hope Renovations on 3 homes for grab bars or indoor stair railings. • Can refer on OCDOA website or call aging helpline at 919 968 2087 			
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, CEF	<ul style="list-style-type: none"> • Checklist was completed. • Distributing widely, esp with hurricane season. COVID impacts ability to shelter folks during emergencies • Aging Transitions team has made this a mandatory document in all new client files and will retroactively complete with all existing clients 	<ul style="list-style-type: none"> • Distributing with Food Boxes, will distribute again with winter weather approaching • @ OCDOA will send to MOW to include in deliveries 	•	•
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	OCDOA/AT and UNC Health	• NC Cares 360 launched in late June	NC 360 went live at UNC in Dec.	•	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.	Care (Senior Alliance)	<ul style="list-style-type: none"> - long term goal is to communicate directly with community organizations, especially regarding referrals • UNC Health Care is ramping up screening for social determinants of health, especially around food insecurity. 			
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	<ul style="list-style-type: none"> • OCDOA plans to work with Piedmont and AuthoraCare on collaborative projects this year. 	<ul style="list-style-type: none"> • Loop back 	<ul style="list-style-type: none"> • 	
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	<ul style="list-style-type: none"> • Family First Funds received during COVID to expand Meals on Wheels programs • Due to COVID, MOW are using fewer volunteers now as we switched from daily hot meal delivery in the southern part of the county to once per week delivery of a frozen food box (containing five complete meals) and 	<ul style="list-style-type: none"> • MOW food delivery ongoing (1100 meals/week) • Health Services for town of CH are continuing weekly food distribution at Eubanks park and ride • 4-5 new volunteers to lunch program at senior centers • Partnerships with law enforce to deliver meals 		<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>a bag of fresh fruit. Fewer volunteers also in the North as routes usually done by two people are done by one (no pairing in cars).</p> <ul style="list-style-type: none"> • Due to COVID we did start a volunteer phone brigade that calls recipients every other weekday since we cannot do our daily check-in at delivery. • UNC PiAP funds supported buying butter, milk, and eggs from Latta's Eggs and Mapleview Farms. UNC students working with OCRA to deliver food weekly to 41 rural seniors in need during COVID • OCDOA continues offering grocery and medication delivery 			
7.4.1b Collaboration between county agencies to create a uniform meal intake application	OCDOA, DSS, CHCMOW, OCRA, OCIM	<ul style="list-style-type: none"> • On June 29, CHCMOW and OCRA officially merged to become Meals on Wheels Orange County, NC. • Planning a meeting to start discussion around application 	<ul style="list-style-type: none"> • DOA has started using form Meetings ongoing 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	(see 7.4.1a and 7.4.3a.)	<ul style="list-style-type: none"> Efland-Cheeks and Cedar Grove in rural areas, MOW at St Thomas More and North Hillsborough 	•	
7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to increase coordination.	Chapel Hill-Carrboro Meals on Wheels (MOW), OCIM, Orange County Rural Alliance (OCRA), OCDOA	(see 7.4.1a and 7.4.3a.)	•	•	
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	Board has paused, revisit later	(Rachel reapplied, check with Janice)		
Strategy 7.4.3: Increase awareness of food services for older adults.					
7.4.3a. Increased participation in programs like SNAP, Commodity	OCDOA, DSS IFC OCIM, OCRA	<ul style="list-style-type: none"> DSS actively enrolling in SNAP OCDOA Commodity food boxes: ~ 300 participants, no cap 	<ul style="list-style-type: none"> ~300 boxes, Carr enrollment increasing DSS – check on #s and town of CH - #s 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Supplemental Food Program, and Meals on Wheels.		<p>on enrollment (income requirements), phone application, distribution at 5 sites across the county, law enforcement has helped deliver boxes, someone else can pick up for you.</p> <ul style="list-style-type: none"> • At the start of COVID, OCDOA transitioned to a 3 days/wk curbside lunch program. Currently at over 1000 meals/wk. Law enforcement is helping deliver meals to transit dependent seniors. • OCDOA received additional CARES funding which was routed through AAA to go to MOW OC NC. • Related to merger and the pandemic, MOW overall service numbers and areas increased. We now serve approximately b/t 1100-1200 meals per week (OCRA recipients during pandemic moved from 2 meals per week to 5), and also includes distribution of emergency food and 	<ul style="list-style-type: none"> • DOA lunch - #s from Myra, doubled compared to before covid, thinking about sustainability of funding for these numbers once reopening 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		supply boxes to recipients most in need who no longer have access or ability to purchase additional food and supplies beyond what MOW regularly delivers. MOW has also been supplying (when needed) in regular deliveries - toilet paper, paper towels, masks, hand sanitizer, ensure.			
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.					
7.5.1a. Increased number of village groups in Orange County.	OCDOA	<ul style="list-style-type: none"> • Team including the Jackson Center, UNC PiAP, and Charles House are exploring neighborhood elder care model in Northside. Focusing on building up current structures and learning more about residents this year. • Neighborhood connections SRT ongoing, but much of their work is on hold due to COVID • Neighborhood Connections 	<ul style="list-style-type: none"> • Neighborhood connections had first meeting, 2nd meeting in dec to make plans for future around meetings and programming • IG SRT pen pal program at Parkview rehab – 5 UNC undergrads with 5 residents (add to IG and NH ?) 	<ul style="list-style-type: none"> • 	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		Resource Guide available online			
7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.	OCDOA	On hold due to COVID	• On hold	•	
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	<ul style="list-style-type: none"> • AuthoraCare hosting virtual workshops and webinars about decision making and diversity at EOL, and providing individual counseling • OCDOA continues to share document created related to COVID emergency and serious illness plan, to help implementing advanced directives (https://www.orangecountync.gov/DocumentCenter/View/10503) 	• EOL SRT	•	•
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness	OCDOA, in collaboration with the UNC Partnerships in Aging Program,	<ul style="list-style-type: none"> • Planned April 15th events were canceled due to COVID. Many groups still shared relevant materials 	• EOL SRT will discuss at Dec meeting	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
month are recognized and promoted.	UNC Health Care, Orange County Health Department, OCIM, and IFC	through communication channels such as e-newsletters.			
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	<ul style="list-style-type: none"> • OCDOA EOL SRT hosting virtual event “Voluntary Stopping of Eating and Drinking: A Little Known EOL Option” on Sep 22 • Advanced Care Planning education provided for CG support group 	<ul style="list-style-type: none"> • OCDOA EOL SRT hosting virtual event “End of Life Autonomy: Making Choices that are Right for You” on Oct 14 • OCDOA EOL SRT hosting virtual event “EOL Care Planning Event” re: The Conversation Project on Nov 16 (discussing Dying Right NC new SAD form on OCODA and Dying Right NC websites) – also discussed how to pick HCPOA • Add links for two programs Nov and Dec for dying right program 	•	•
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	• Still available	• Still available at senior centers, requests for these	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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	<ul style="list-style-type: none"> Free Notary services at OCDOA are advertised in the Senior Times - By appointment 	<ul style="list-style-type: none"> Ongoing by appt at both centers 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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	<ul style="list-style-type: none"> LTC SRT regrouping after a pause due to COVID. (see 3.5.1a for more details) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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	<ul style="list-style-type: none"> Free Legal Aid Services at OCDOA for low-income seniors are advertised in the Senior Times - By appointment 	<ul style="list-style-type: none"> Ongoing, by appt. Folks are using these services 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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	UNC Health Care, Duke Health, UNC Allied Health,	<ul style="list-style-type: none"> 			<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Electronic Medical Records and actively educate providers on how to use/access.	Piedmont Health, UNC Partnerships in Aging Program, EMS				
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"> At start of COVID, Piedmont Health reviewed advanced directives, especially with folks in LTC, and are checking in at 3-month periods. 	<ul style="list-style-type: none"> Ongoing Updates? 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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	<ul style="list-style-type: none"> NHs have been a large source of contact with people who are COVID positive. Clear communication of MOST/DNR wishes are especially important during this time to assure that wishes are respected and to minimize unnecessary exposure. EMS is reaching out to primary health care providers to share information regarding bracelets. The next steps are to do a press release. 	<ul style="list-style-type: none"> OCDOA completed training with EMS to become official intake and distribution site for DNR bracelets (to start Jan 6), community members are asking about 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> • EMS shared flyer about DNRs and bracelets with Workgroup to help spread the word. OCDOA is distributing flyer during lunch and food box distributions. • Aging Transitions will be trained by EMS to enroll community members and distribute bracelets 			
7.6.2d. UNC promotes professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	<ul style="list-style-type: none"> • UNC PiAP and Interprofessional Education program included EOL components in course • (see 7.2.1 for more updates on UNC Hillsborough Hospital work) 	<ul style="list-style-type: none"> • Updates form Chris? • UNC has new community based pall program 	•	•
Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.					
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	Will request updates on plans for HB 879: Dying Right NC legislation that was previously proposed	<ul style="list-style-type: none"> • Dying Right NC advocacy group, led by Project EngAGE graduate, held meetings regarding legislation. Video recording available on OCODA YouTube. (see above) • Hoping to take leg to floor next session 	•	•
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with	No updates at this time	<ul style="list-style-type: none"> • Check in with Ann W, Feb prog The Case for Green Burial, New 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
	support from Towns of Chapel Hill, Carrboro and Hillsborough		site hybrid in Chat county		
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+	<ul style="list-style-type: none"> Intake has moved to a virtual format. Most in-person opportunities are on hold due to COVID. Volunteers have been focusing on non-contact services like Telephone Reassurance and Friend to Friend. Handy Helpers is up and running (new safety protocols in place) 	<ul style="list-style-type: none"> Ongoing virtually Turn over in Teleph Reassure but able to fill spots , 5 5volun teams, 48 participants 		
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	<ul style="list-style-type: none"> Survey results (averages from two surveys from last year covering 1st and 2nd six months). On average: <ul style="list-style-type: none"> Sent to 507 volunteers. 282 volunteers responded. 233 people (86.94%) reported that volunteering with the VC55+ has positively affected their mental well-being; 23 people (8.58%) reported they 	<ul style="list-style-type: none"> Survey sent out in Dec 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<p>were not sure; 12 people (4.48%) reported it has not</p> <ul style="list-style-type: none"> • 121 people (45.83%) reported that volunteering with VC55+ has positively affected their physical well-being; 67 people (25.38%) reported they were not sure; 76 people (28.79%) reported it has not • 216 people (76.60%) reported that they have made new social connections through volunteering with VC55+; 52 people reported (18.44%) no new social connections; 14 (4.96%) reported that they were “not sure.” • Of those who reported new social connections, 159 people (76.81%) reported they’ve made three or more social connections, 29 people (14.01%) report they’ve made 2 or more social connections, and 19 (9.18%) report they’ve made one new social connection. 			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	<ul style="list-style-type: none"> • Ongoing as needed 	<ul style="list-style-type: none"> • Ongoing as needed (Hands on Triangle) 		
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	<ul style="list-style-type: none"> • Policy and Advocacy SRT hosted virtual presentation regarding Voting Safely in the 2020 Election on Aug 13 	<ul style="list-style-type: none"> • IG SRT and local law enforcement are hosting Story Time Adventure event, to be viewed from cars on Nov 7 • Many SRT were on pause but are now reengaging and holding programs 		
Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.					
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+	<ul style="list-style-type: none"> • OCDOA has adapted their community programs. For example, they expanded Telephone Reassurance Volunteers, transitioned Friend2Friend to a phone-based partnership and expanded, and created lunch and grocery delivery volunteer programs (see 6.4.1a for additional details). Renewed attention to planning for 	<ul style="list-style-type: none"> • Salt moved to phone prg, • working to expand in progs currently • volunteer driver program has continued with transportation specialist 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		sustainability of Handy Helpers program			
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+	<ul style="list-style-type: none"> (see 6.4.1a) 	<ul style="list-style-type: none"> Add programs such as pen pals and HS students 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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.					
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.	OCDOA	<ul style="list-style-type: none"> Dementia friendly business trainings provided virtually. Congregate senior apartments were able to train folks across the triangle since it was virtual 	<ul style="list-style-type: none"> Workgroup continuing to meet OCDOA attended statewide meeting related to standards for dementia friendly communities OC Cares advisory board – what is dementia capable and where are we going 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.	OCDOA	<ul style="list-style-type: none"> Holding fewer formal dementia chats and maintaining Memory Cafes in virtual format 	<ul style="list-style-type: none"> On hold, 1-1 outreach with activity coaching and individual support Dementia chats and home safety chats 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly	OCDOA	<ul style="list-style-type: none"> Ongoing (see 7.2.1 for details on UNC Hillsborough Hospitals related work) 	<ul style="list-style-type: none"> #s from Lisa 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
Business training is created.					
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	<ul style="list-style-type: none"> Ongoing (Aging helpline being distributed widely) 	<ul style="list-style-type: none"> Ongoing, flyers with food distr and in ST 		
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Durham algor for referral paths 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
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.					
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"> LTC SRT regrouping after a pause due to COVID. Creating round table discussions for ALF and adult day facilities and another one for SNFs. Starting with management but hoping to include direct care (e.g. CNAs) down the line. Will meet once a month. First meeting to establish the structure of the round table groups will be on October 8th 1pm. Contact Shenae for meeting link. 	<ul style="list-style-type: none"> LTC SRT – updates Add Pen pal program New partnership with Elmcroft Exploring partnership with CH Brickdale 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
3.5.1b: Opportunities are created for long-term	VC55+	<ul style="list-style-type: none"> On hold during this time 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
care residents to get out into the community, with help of volunteers					
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	<ul style="list-style-type: none"> • On hold during this time 	<ul style="list-style-type: none"> • On pause • Membership of board reduced to match state statute • Considering combining but decided against it 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 4 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
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.		UNC Partnerships in Aging Program (PiAP) created an online calendar of events and is now sharing our “Special Events” on their website: http://partnershipsinaaging.unc.edu/	Town of Chapel Hill Office for Housing & Community Development including OCDOA events, resource & services in their TOCH Housing & Community Newsletter		
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Fliers continue to be a main method of distributing information through the Senior Centers with lunch program, food box distributions, Piedmont, Town of CH, and DSS	<ul style="list-style-type: none"> Outdoor spaces group reflected that local organizations are collaborating more during COVID emergency response and recovery to help share consistent information and resources. Discussed how to recognize this important work and keep this up for non-COVID issues (health, aging, racial justice). UNC Geriatrics liaison is in transition. Will revisit in the spring 		•
8.1.1c. Information is distributed at least		• Ongoing	• Ongoing		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
quarterly to designated liaisons.		<ul style="list-style-type: none"> See 7.2.2b. regarding Faith Outreach Qrtly Breakfast 			
8.1.1d. Liaisons are created with non-English organizations.	OCDOA, EI Centro NC	Maintaining established relationships. Information is shared both ways.	<ul style="list-style-type: none"> No new organizations at this time 		
8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries	<ul style="list-style-type: none"> New connection with Town of CH Community Development and Housing – sharing information with them for their regular newsletter. Will explore liaisons at OC Habitat and new Habitat Housing Development near Senior Center Reached out to Crescent Magnolia community to establish information sharing via community board and listserv. Waiting on reply. Azalea Estates in CH is a new Senior Living community and new drop sites for ST Marian Cheek Jackson Center – OCODA held a meeting recently to talk about connections, especially AT and Food distributions. The Jackson Center is working on a “no wrong 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			door” approach for services, large number of older adults in this area. Want to support caregivers, etc.		
Strategy 8.1.2: Make OCDOA communications available in a variety of languages.					
8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.	OCDOA, Orange County Government – Community Relations	Ongoing	Ongoing		
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					
8.1.3a. Print versions of the Senior Times are in larger print and with less information.	OCDOA	<ul style="list-style-type: none"> • Submitted program improvement request to CivicPlus to improve the functionality of our online WebTrac calendar • Sr. Times (ST) Improvement Workgroup meet weekly to improve organization, readability and look of the ST • Working with County graphic designer to implement Workgroup’s recommendations • Some ST Workgroup recommendations have already been implemented in the Fall 2020 ST 	<ul style="list-style-type: none"> • Social Participation Leader to reach out to SW representative for the visually impaired regarding low vision aspects of ST. • ST improvement workgroup is ongoing. • Improvements have been made with each edition and new look will be out in the summer. • Currently training the staff on new template and submission. • ST name will be changed to “Endless Possibilities”. Working on how to differentiate from e-newsletter. • Feature Enhancement Request submitted to 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		<ul style="list-style-type: none"> • Preliminary work has begun on creating a ST submission template and database • ST programmer training planning underway to train programmers to use new ST submission template/database and guidelines 	<p>VSI to enable full event detail display when using the calendar feature on WebTrac (project pending)</p> <ul style="list-style-type: none"> • ST Workgroup weekly meetings suspended until ST submission template, process and design are completed on backend • Continued work and testing with select staff and IT project manager to create the ST submission template and process • Scheduled ST programmer training on new template and submission process for three dates in Jan. 2021 • Working with graphic designer to increase font, white space and user friendliness. New changes slated for the Summer 2021 edition 		
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.			<ul style="list-style-type: none"> • On hold 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
8.1.3c. Drop off locations are expanded.			<ul style="list-style-type: none"> On hold 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	Total page views (hits): 11,141 Top five pages: Aging Main (3728); Sr. Ctr. Programs (1797); Fit Srs. (717); COVID-19 Resources for Srs. (485); and Sr. Times (462)	Total page views (hits): 10,413 Top five pages: Aging Main (3676); Sr. Ctr. Programs (1187); Medicare Asst. (958); Sr. Times (434); and Sr Times/Resource Guide/Newsletter (434) Information pending		<ul style="list-style-type: none">
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook “Likes” 583. Up 1.22% from previous quarter	Total Facebook “Likes” 592. Up 1.5% from previous quarter		
8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	<ul style="list-style-type: none"> Endless Possibilities: 3477 subscribers Community News for Caregivers: 679 subscribers 	<ul style="list-style-type: none"> Endless Possibilities subscribers: 3479 Community News for Caregivers subscribers: 681 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
8.1.4d. New methods established to keep up with technological advances.	OCDOA, OC IT, OC Community Relations	<ul style="list-style-type: none"> RecTrac Projects waiting until upgrades are initiated and completed RecTrac Power User Group was created and met, deciding to upgrade RecTrac in the Winter 2021 Launched new OCDOA YouTube channel https://www.youtube.com/channel/UCEEI8ytoB 	<ul style="list-style-type: none"> New YouTube channel Working with IT to automate OCDOA monthly and daily calendar to post and update automatically with RecTracs OCDOA and community partners have greatly increased use of virtual programming methods such as GoToMeeting and Zoom since COVID 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		eTy1qB0YGI_0mQ?view_as=subscriber	<ul style="list-style-type: none"> • OCDOA is upgrading ScreenCloud software for public monitor screens. Working with IT to add daily activities on monitors and automating this information to come from RecTracs. Posting to monitors now, but limited views since SC attendees are limited to 1-1 appts. • Friends Boards at Seymour and Passmore Center having conference calls to spread information • Efland Cheeks sends out information about virtual events through email fliers and word of mouth • Prime Time Players is doing virtual shows which are uploaded to website and YouTube channel • OCDOA started a once a month strictly events email blast • RecTrac/OCIT project created to include • WebTrac County Splash Page for improved look & functionality 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			<ul style="list-style-type: none"> • Improve ScreenCloud daily activity calendar posting process • Automated website daily & monthly activity calendar updates • Streamline OCDOA Sr. Times submissions & reports 		
8.1.4e. People report they are hearing about events/programming through these sources when they register.		Ongoing	<ul style="list-style-type: none"> • Will explore including a “how did you hear about this event?” question in registration form for calls and WebTrac 		
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					
8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming .	OCDOA, OC – Community Relations	<ul style="list-style-type: none"> • July 10, UNC Trauma Talk podcast: <i>Making Seniors Homes Safer: Staying Safe While Social Distancing</i> • Sept. 18, WHUP interview with VC 55+ Project EngAGE: <i>End of Life VSED</i> • Sept. 23, Aging Matters Radio Show interview with OCDOA Wellness & Communications staff: <i>How to Stay Healthy During COVID and Beyond</i> 	<ul style="list-style-type: none"> • Ongoing • OCDOA staff recently featured on Hillsborough radio station • News of Orange has new editor who has agreed to allow OCDOA to add additional information • Local Reporter, a new newspaper, launched an online calendar and OCDOA is sharing events • News of Orange County has agreed to a feature article on OCDOA new and modified 	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			programming & services (awaiting interview date) <ul style="list-style-type: none"> MAP news release scheduled for Jan 2021 to share major Yr. 3 accomplishments 		
8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	<ul style="list-style-type: none"> All in person community events were canceled in response to the COVID-19 pandemic. 	<ul style="list-style-type: none"> OCDOA staff presented during a breakout session at a virtual caregiver conference All in person community events were canceled in response to the COVID-19 pandemic. 	<ul style="list-style-type: none"> 	
8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.		<ul style="list-style-type: none"> Welcome packet has been put on hold due to COVID and until we determine what our new “normal” will look like at the centers when we return 	<ul style="list-style-type: none"> Created a welcome letter for new participants from Director of OCDOA that is tailored for virtual programming. Used in packet passed out during early voting in October and will be updated and used ongoing Director “Welcome” letter and individual sr. ctr. letters complete. Brochure updates completed as needed. 		

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
8.1.5d. The number of Project EngAGE graduates is increased each year.		•	• On hold		
8.1.5e. People report they are hearing about events/programming through these sources when they register.		•	• See above		
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					
8.1.6a. Community groups, organizations, and key liaisons are identified.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	<ul style="list-style-type: none"> • OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT and OCPT. As well as, Healthy Carolinians of Orange County – Access to Care Committee and NC Senior Driver Safety Coalition • OCDOA Transportation Specialist had an introductory meeting with Stroke Support Group facilitator at UNC Health • OC Housing Preservation Coalition has developed a website (www.orangecountync.gov/ochpc) and has begun conversations 	<ul style="list-style-type: none"> • OCDOA Transportation Specialist continues to attend meetings at CHT, OCPT, and Access to Care Committee and NC Senior Driver Safety Coalition. • Transportation Specialist attended Mobility Management Conversation 10/13/20 • Transportation Specialist attended Chapel Hill Annual 2020 Conference 11/11/20. • OCHPC continues to liaise with multiple community organizations, most recently NAACP and OC Environment Commission. 	•	

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
		with UNC Health to make more direct referrals from their org to OCHPC. • Also see 8.1.1b; 8.1.5b	<ul style="list-style-type: none"> • Employment Specialist connected with AARP representative 		
8.1.6b. Events are publicized by multiple organizations.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	<ul style="list-style-type: none"> • Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter, while in person Events are on hold due to COVID • Employment related events publicized to OC Library patrons • Also see 8.1.1b 	<ul style="list-style-type: none"> • Public Transit options available for voters shared through Endless Possibilities 10/16/20 • Continue publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter while in person Events are on hold due to COVID • PiAP website continues to feature Senior Center and community events in aging. • Submitting events monthly to Town of Chapel Hill Housing & Community Development • Kevin Giff, Community Devl. Mngr., Habitat for Humanity of Orange County, NC: sharing OCDOA info on bi-weekly listserv to ~150 residents and subscribed to our listservs. Crescent Magnolia Senior Housing shares OCDOA info through a CM listserv and posts 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
			fliers on their bulletin board		
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		<ul style="list-style-type: none"> Community Center advertising on hold due to COVID closures Continue to advertise events at Senior Centers through Senior Times, Flyers, Newsletters and listservs 	<ul style="list-style-type: none"> Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters and listservs 	•	•
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center	<ul style="list-style-type: none"> Most in person events on hold due to COVID restrictions 	<ul style="list-style-type: none"> Ongoing through Endless Possibilities bi-weekly e-newsletter 		
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant	•		
Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is		Ongoing, completed during registration process (see 8.1.4e)			

Indicator	Lead Agency	Q1: Jul – Sep 2020 Activities	Q2: Oct – Dec 2020 Activities	Q3: Jan – Mar 2021 Activities	Q4: Apr – Jun 2021 Activities
utilized in communication plan.					