

# ORANGE COUNTY MASTER AGING PLAN



2021-2022

MAP Implementation Matrix: Year 5

## 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 5: 2021/22

### 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 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.</b>					
<b>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.</b>					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	<ul style="list-style-type: none"> <li>Meeting on Oct 13. Meets twice a year.</li> <li>Need new aging representative. Asking a board member.</li> </ul>	•	•	•
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"> <li>Ongoing</li> </ul>	•	•	•
<b>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.</b>					
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"> <li>Could an older adult volunteer be part of the IP workgroup?</li> </ul>			
<b>Strategy 1.1.4: Increase awareness on the part of older adults about design/planning standards and guidelines relative to outdoor spaces and public buildings.</b>					
1.1.4a. Presentations to groups with large		<ul style="list-style-type: none"> <li>To explore presenting at support groups (e.g.</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<p>numbers of older adults (e.g., nature groups, talks at senior centers, and residential groups) on standards and guidelines are made by county and town planning departments at least annually.</p>		<p>low vision support, Parkinson's). Topics can include barriers to using outdoor spaces or general things to know. Oral presentations are a way to get print information out to people who don't access print very well (e.g., low-vision).</p> <ul style="list-style-type: none"> <li>• WG leader and volunteer to talk with low-vision group leaders about visiting her group.</li> <li>• WG leader to reach out to the Parkinson's group about presenting.</li> </ul>			
<p><b>Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.</b></p>					
<p><b>Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.</b></p>					
<p>1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.</p>	<p>Outdoor Spaces Group members; Aging &amp; Wellness; Student Groups/ Interns organized by OCDOA</p>	<ul style="list-style-type: none"> <li>• Increase in outdoor events, such as parking lot events, during COVID-19</li> <li>• Wellness walks using Riverwalk</li> <li>• Exercise group meeting at Farmers Market in Hillsborough</li> <li>• In-person low vision support group at picnic space in Southern Village Park (booked without fees)</li> <li>• Drumming practice at Veterans Memorial on</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		Southern Human Services campus <ul style="list-style-type: none"> <li>• Carrboro Parks and Rec using Carrboro Farmers Market space</li> </ul>			
1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.		<ul style="list-style-type: none"> <li>• Continued an outdoor spaces section in Endless Possibilities quarterly publication (includes interactive map link)</li> </ul>			
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	<ul style="list-style-type: none"> <li>• <a href="https://gis.orangecountync.gov/8443/TrailsAndParks">https://gis.orangecountync.gov/8443/TrailsAndParks</a></li> <li>• WG member to reach out to OC graphic designer and new employee about videos to highlight different parks for monitors, trainings on videos</li> <li>• Make sure to include if there are bathroom facilities (including during winter) as it sometimes hard to tell on websites</li> </ul>			
<b>Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.</b>					
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)	<ul style="list-style-type: none"> <li>• A lot of the survey work around sidewalks and greenways was completed by staffed</li> <li>• What about benches? (noted in new survey) They are typically provided on paved</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		surfaces but not natural trails <ul style="list-style-type: none"> <li>• Planning meets with DOT to discuss infrastructure and funding related to pedestrian and bike lanes</li> <li>• Sidewalk extension from Eno Haven to SportsPlex in Hillsborough? (noted in new survey) Could benefit from grant money</li> <li>• Planning has looked at sidewalks connected to bus stops and schools</li> </ul>			
<b>Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.</b>					
1.2.4a. The number of areas without manmade constructions obstructing nature is increased.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	Blackwood Park is under construction and will be opened back up next summer			
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	<ul style="list-style-type: none"> <li>• Seymour Center has increased number of outdoor areas with seating and tables, ADA improvements for people who wait for transportation</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
	Transit (CHT), Orange Public Transportation (OPT), and OCDOA	<ul style="list-style-type: none"> <li>• Parking lot IG movie night at church in Hillsborough with OC Sheriff's office. They passed out backpacks for back to school</li> <li>• Working to improve identifying IG events with icons in Endless Possibilities</li> </ul>			
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	<ul style="list-style-type: none"> <li>• Wellness Posters were delivered to Hillsborough in Spring. The posters were mounted but became loose and had to be taken down. We're looking for a better way to secure them.</li> <li>• Planning Dept works with Hillsborough on what goes in the bus stop stations</li> <li>• Exploring putting them in the Town of Chapel Hill. OCDOA hired new transportation specialist and she is planning on working with CH transit on this.</li> </ul>			
<b>Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.</b>					
1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to		<ul style="list-style-type: none"> <li>• Bus system has been in flux related to reduced ridership during COVID-19, recently started full service in most places</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<p>buildings, outdoor spaces, and public transportation, such as benches and bus shelters.</p>		<ul style="list-style-type: none"> <li>• Planning Dept worked with DOT around agreements for Simme-seats for bus stops. They were installed in the following locations:                             <ul style="list-style-type: none"> <li>• 4 around Hillsborough</li> <li>• 2 in Chapel Hill</li> <li>• 1 in Mebane</li> </ul> </li> <li>• Some of the originally identified sites were eventually ruled out after consulting with NCDOT as they said the sites might be dangerous. A couple of the other original sites were in such good locations that the simme-seat projects were upgraded to full bus shelters. AMS/OCTS are still holding onto a few simme-seats for future deployment if needed.</li> </ul>			

### Transportation Workgroup – Year 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 2.1: Expand availability and improve transportation options for older adults.</b>					
<b>Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.</b>					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from transit partners	<ul style="list-style-type: none"> <li>On second year of 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)”.</li> <li>Award increase from \$137K to \$167K.</li> </ul>	•	•	•
2.1.1b. Increased number of volunteer drivers.	OCDOA	<ul style="list-style-type: none"> <li>Of 9 volunteer drivers on roster, 3 drivers ready to receive requests, 3 open to limited requests, 3 on hold for future but not accepting requests now</li> <li>Drivers remain engaged in VDP thru email check ins</li> <li>Invited drivers to complete 2021 MAP Survey</li> <li>New VC 55+ Specialist (previous Transportation Specialist) hired, to start in Q2.</li> <li>People more interested in trips at the start of the summer, but this has dropped off some with the resurgence of Delta/Covid</li> <li>All current riders and drivers are vaccinated</li> </ul>	•	•	•

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2.1.1c. Increased ridership.	OCDOA	<ul style="list-style-type: none"> <li>• Transportation Specialist drove 47 one-way trips this quarter</li> <li>• Volunteer drivers provided 22 of one-way trips this quarter</li> <li>• Provided transport with strict adherence of PPE protocol, offered KN-95 masks</li> <li>• Mostly medical appoints, some groceries.</li> </ul>			
2.1.1d. Scheduling software is evaluated and purchased.	OCDOA	<ul style="list-style-type: none"> <li>• Code The Dream (CTD) Rideshare app on hold in Q1 due to CTD priorities and staffing; check-in scheduled for Q2</li> <li>• Similar to Uber/Lyft, where you put in the trip to the volunteers. Right now, it is a manual process facilitated by Transportation Specialist</li> <li>• Some concerns about usability of software</li> </ul>			
2.1.1e. Expanded range of services is made available, including weekly errand trips and same day service.	OCDOA	<ul style="list-style-type: none"> <li>• Working with VC 55+ to expand program by getting more volunteer drivers throughout Orange County</li> <li>• Program includes grocery and pharmacy deliveries</li> <li>• VDP helps fill gaps in current public transit system</li> </ul>			
<b>Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.</b>					
2.1.2a. A needs assessment is conducted to define the needs and gaps in	CHT, OCPT	<ul style="list-style-type: none"> <li>• Previous needs assessment was conducted</li> <li>• Transportation Specialist</li> </ul>	•	•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
service hours and destinations.		assessing barriers in using current services (VDP, fixed routes) by documenting issues she notices and that riders are reporting. Plans to share with MAP WG and other public transit planners/groups. <ul style="list-style-type: none"> <li>• EZ Rider survey promoted in Endless Possibilities e-newsletter</li> <li>• Hearing reports that people are wary about using public transit related to COVID. On school buses, they are opening windows. One reasons for going fare-free was to reduce congestion around fare-box. OCPT – has extra masks if someone doesn't have them, have a decontaminate spray, can ride with windows open.</li> <li>• EZRider ridership dropped off during COVID, picked up during the summer, and dropped a little again in the fall. Have a UV filter in every van and require masks</li> </ul>			
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	CHT, OCPT	<ul style="list-style-type: none"> <li>• Both EZ Rider and OCPT reduced services. Fixed routes are reduced related to reduced staffing. Some waiting time issues with demand-response.</li> <li>• OCPT's mobility on demand (MOD) pilot</li> </ul>	•	•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<p>extended through October 2021 (was planned for March – Aug). Focuses on Hillsborough service area, and most riders live in Hills and go to Hills locations, but some in CH and other places. Expanded service area to Wegman’s and all of Hills, out to Tanger Outlets.</p> <ul style="list-style-type: none"> <li>• OCPT’s MOD expands evening and weekend hours. Age not tracked when they book a ride. No eligibility requirements.</li> <li>• During MOD pilot, people can call in if they aren’t comfortable with app, but will be moving from phone to only app <a href="http://Orangecountync.gov/MOD">Orangecountync.gov/MOD</a>. Concerns for low-vision. GoGoGrandparent – there is a charge. JitterBug phones (government issue), if you call 0, they can call you and Uber or Lyft</li> <li>• Was free during pilot – but now \$5/trip.</li> <li>• Brandi to send EzRider survey to caregiver newsletter, Jamie Pope wants to be added to both newsletters for SWs</li> </ul>			
2.1.2c. Affordable options are created for wheelchair transport to non-medical	CHT, OCPT	<ul style="list-style-type: none"> <li>• GoTriangle routes are fare-free through June 2022 due to COVID</li> <li>• MOD service available</li> </ul>	•	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
destinations for residents living outside of Chapel Hill/Carrboro.		through Oct 2021, limited days/hours, not free (\$5/ride). (See above) <ul style="list-style-type: none"> <li>• OCPT is not free in general, but is free for seniors</li> </ul>			
2.1.2d. Same day service to urgent care appointments is established.	CHT, OCPT	<ul style="list-style-type: none"> <li>• Mobility on Demand (MOD) Uber/Lyft model program in Hillsborough pilot running through Oct 2021. Can do same day appointments on Saturday</li> <li>• Potential with VDP, if we could expand number of volunteers and create an on-call schedule</li> </ul>			
<b>Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.</b>					
<b>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.</b>					
2.2.1b. Grant opportunities are identified and pursued.	OCDOA	GoDurham and Durham County Access both submitted and received 5310 grant funds for 2020/21	•		•
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"> <li>• Reviewed eligibility requirements for regional demand-response (Paratransit) through GoAccess. GoAccess is main service which goes across county lines, but services are limited by proximity to fixed routes. So they have to change buses and systems.</li> <li>• VDP often fills gaps</li> <li>• Options to connect GoTriangle to Durham/Raleigh:</li> </ul>	•		•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<p>2.2.1d. Transit dependent patients are identified by healthcare providers and assisted with securing transportation to appointments.</p>	<p>OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare</p>	<p>Wegman's, CH Library, UNC, Trader Joes</p> <ul style="list-style-type: none"> <li>• UNC Health started screening for Social Determinants of Health (SDOH) in both inpatient and outpatient settings, and documenting transportation needs on trackable field within the Epic record. Transportation is emerging as a top 3 need. 10% screened for transportation needs, of those 10% have needs</li> <li>• With the transition to Medicaid managed care, supposed to screen for SDOH (housing, IP safety, transportation, food)</li> <li>• NC CARES 360 – bidirectional referrals. Issues getting people to use it. More available for seniors. But issues for those not seniors, not going to medical appoints, or without disabilities.</li> <li>• UNC Department of City and Regional Planning is working with Elizabeth City, related to their demand response system. Also having trouble with NC CARES 360</li> <li>• State wants NC CARES 360 to work, received federal funding. Health systems are at the table, if we are going to use this,</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<p>we all have to buy into it and use it.</p> <ul style="list-style-type: none"> <li>Survey put out to community partners what are the barriers</li> </ul>			
<b>Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.</b>					
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)			
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.	CHT, OCPT OCDOA	(see 2.2.1c)			
<b>Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.</b>					
2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.	OCDOA	<ul style="list-style-type: none"> <li>VDP riders continue to be asked about their emergency plans upon enrollment including collecting “emergency contact” information</li> <li>Transportation Specialist visits riders when they sign up and completes basic assessment to see if referrals are needed (e.g., handy helpers)</li> <li>Orientation with drivers talks about what happens if there is an accident</li> </ul>	•		•
<b>Objective 2.3: Increase access to transportation information and travel training.</b>					
<b>Strategy 2.3.1: Educate older adults to access transit information.</b>					

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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"> <li>• Transportation Helpline information in normal materials (AT)</li> <li>• Transportation information and resources are available weekly via the Senior Nutrition curbside lunch program at Seymour Senior Center, and monthly via the CSFP Food box program at both Senior Centers, and Cedar Grove Community Center</li> </ul>	•	•	•
2.3.1b. Easy to read user guides are published and regularly updated.	OCDOA, CHT, OCPT, GoTriangle	<ul style="list-style-type: none"> <li>• Endless Possibilities (previously Senior Times) redesigned to be more readable</li> <li>• Located previous Tri-fold brochure. Will check if it's updated and make sure it's available in Senior Center lobby</li> <li>• Text documents work better than PDF/Pictures for computer reader programs (for low vision)</li> </ul>	•		
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"> <li>• MAP Community Engagement events scheduled for Q2</li> </ul>	•	•	•
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,	OCDOA	<ul style="list-style-type: none"> <li>• Bus Riding 101 virtual class planned for Q2</li> <li>• Idea to partners with immigrants and refugee groups to help orient people for whom English is a Second language</li> </ul>	•		•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
libraries and community centers, senior apartment complexes.		<ul style="list-style-type: none"> <li>• Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline</li> <li>• Began planning for Senior Driving Awareness Week in Q2 with OCDOA OT</li> </ul>			
2.3.1e. Transportation Help Line and Go Triangle Call Center phone numbers are widely distributed.	OCDOA, GoTriangle	<ul style="list-style-type: none"> <li>• Researched opportunities to promote Transportation helpline and Go Triangle Call Center</li> <li>• Advertised in Endless Possibilities</li> </ul>	•	•	•
<b>Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.</b>					
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	<ul style="list-style-type: none"> <li>• Travel Training by OCDOA Transportation Specialist is available by appointment</li> </ul>			
<b>Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.</b>					
<b>Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.</b>					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA	<ul style="list-style-type: none"> <li>• Talked with Social and Communications WGs about including Transportation Specialist in future events, set up planning/brainstorm session in Q2</li> <li>• Transportation Specialist is listed in the current issues of Endless Possibilities</li> </ul>			
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"> <li>• Talked with Social and Communications WGs about including Transportation Specialist in future events, set up planning/brainstorm session in Q2</li> </ul>			

## Housing Workgroup – Year 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.</b>					
<b>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.</b>					
3.1.1a. A Housing Task Force is developed.		Continued participation in Affordable Housing Coalition and PeeWee Homes Board.		•	
3.1.1b. A list of state and local policies to target is created and changes are recommended.		COMPLETED			
<b>Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).</b>					
<b>Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.</b>					
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)	Carrboro donated land for construction of 3 new PeeWee Homes	•		•
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.		Spoke at public hearing to advocate for re-zoning approval for 3 new PeeWee Homes on Hill Street in Carrboro. Approval granted 9-28-21			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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	As per OCDOA efforts, shared housing requests this last quarter have not increased enough to warrant a dedicated programmatic effort			
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.		Identify feasibility for this and possible alternatives if not feasible			
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)	Request in to Town of Chapel Hill for connection to developers of senior housing in southern Orange County across from Southern Village			•
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	Goal exceeded (37%)			
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	No updates			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 3.3: Modify and repair existing housing for safety and accessibility.</b>					
<b>Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.</b>					
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	No longer feasible.			
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		Continued data collection through OCHPC.			
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	Continued data collection through OCHPC			
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.			
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	No updates			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.</b>					
<b>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.</b>					
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	A new community group, called Solo Agers, has formed with the intention of developing Aging in Community events in Spring 2022 (COVID dependent). The Partnerships in Aging Program is hiring an intern to support this effort.			
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)			•	
3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.		Second set of workshops will be held in the spring. Ongoing planning and organization continue.			
<b>Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.</b>					

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC Planning Department	No longer feasible			
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		No longer feasible			
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		No longer feasible			
<b>Objective 3.6: Support Orange County residents to age in community.</b>					
<b>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.</b>					
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA	No updates			
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.		Partnerships in Aging Program offered consultations to two family caregivers living out of town re: locating suitable housing options.			
<b>Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.</b>					
3.6.2a. Network of repair/remodel organizations is developed.		COMPLETED (OCHPC ongoing work)			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
3.6.2b. Collaboration coordinator is selected.		Plan is currently sustainable for 2 years. Conversations with OCHCD, RTT, and other OCHPC partners are ongoing.			
3.6.2c. Representative from each organization is designated to network.		Completed			
3.6.2d. Referrals are increased across organizations.		Completed			
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		Completed			
3.6.2f. More comprehensive repairs are provided to residents.		Completed			
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.		Completed			
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		No updates			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.</b>					
<b>Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.</b>					
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	<ul style="list-style-type: none"> <li>• Each Senior Center now has two portable technology units and one built in unit in each great hall area.</li> <li>• New sound system and transmitter for radios for parking lot events. Funded through CARES money.</li> <li>• New Endless Possibilities (previously Senior Times) has larger text and easier to read layout.</li> </ul>			
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	<ul style="list-style-type: none"> <li>• Continue working on new partnerships – working on one for this winter related to new languages</li> <li>• Bilingual intern during the summer and ongoing this school year</li> <li>• MAP Community Survey was translated into Spanish and Mandarin</li> <li>• Summer intern reached out to multiple groups that serve refugees and immigrants</li> <li>• CHICLE partnership ongoing</li> </ul>			
4.1.1c. Consultation is sought out from	OCDOA	<ul style="list-style-type: none"> <li>• Arc of Orange – petals with a purpose</li> </ul>	•		

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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.		<ul style="list-style-type: none"> <li>• OCDOA have clear mask to help make lip reading easier</li> <li>• Continued partnership with DHHS SW and advocate for those with visual impairments</li> </ul>			
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA	<ul style="list-style-type: none"> <li>• Petals with a Purpose</li> <li>• Parkinson's support group</li> <li>• Parkinson's pickle ball group</li> <li>• Special cultural events such as the Mid-autumn Festival</li> <li>• Reached out to faith communities to spread the word about the MAP survey</li> </ul>	•	•	
<b>Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.</b>					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	<ul style="list-style-type: none"> <li>• Construction is complete!</li> <li>• Created more inviting outdoor spaces, especially in front, patio, and balcony areas (e.g., outside furniture).</li> <li>• Broken awning at Passmore replaced</li> <li>• Rearranged furniture in classrooms to accommodate physical distancing needs related to COVID</li> </ul>			
4.1.2b. Additional programming for older adults is made available within the	OCDOA	<ul style="list-style-type: none"> <li>• Senior Centers were expanded virtually (completed 1,200 virtual</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
senior centers and in other settings.		programs from start of COVID to May 2021) <ul style="list-style-type: none"> <li>• Parking lot and patio events</li> <li>• Staff led walks</li> <li>• Curbside lunch and monthly food box programs ongoing</li> </ul>			
4.1.2c. More people participate at the senior centers.	OCDOA	<ul style="list-style-type: none"> <li>• Participation varies based on needs during this time</li> <li>• In person participation is curbed due to COVID. Facilities are open in limited capacity</li> <li>• More participation in virtual events</li> <li>• Lunch program numbers are greatly increased</li> </ul>			
<b>Strategy 4.1.3: Create more opportunities for intergenerational programming.</b>					
4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).	OCDOA	<ul style="list-style-type: none"> <li>• Art IG program at Seymour</li> <li>• New Horizon movie and cookout IG event. Passed out backpacks and had activities for back to school. Co-sponsored with Sheriff's Office and Rotary Club (over 100)</li> <li>• Hannah Ruth Foundation parking lot IG event (70)</li> <li>• Virtual IG programming events</li> <li>• Petals with a Purpose was IG</li> <li>• Al-Anon is IG</li> </ul>	<ul style="list-style-type: none"> <li>• Halloween Carnival, Movie Night Under the Stars, and ABC/Yard Sales planned for Q2</li> </ul>		
4.1.3b. Partnerships are created with other agencies for intergenerational		<ul style="list-style-type: none"> <li>• Ongoing but some partnerships are on hold,</li> </ul>		•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).		<ul style="list-style-type: none"> <li>such as the SportsPlex preschool program</li> <li>• Philosophy discussion group facilitated by UNC faculty</li> <li>• Theater performers coming to Senior Centers for events</li> <li>• IG SRT held Origami event. They are planning Halloween Carnival in Oct at Efland Cheeks Community Center</li> </ul>			
4.1.3c. More young people are involved in senior center programming.		<ul style="list-style-type: none"> <li>• Town of CH summer youth employment program extended. Summer intern is continuing through the school year.</li> <li>• SportPlex leadership program and staff brought son to volunteer at the Senior Centers and help with technology</li> <li>• Younger intern was helping in the Wellness Center</li> <li>• Younger volunteers helped with administrative tasks and at special events</li> </ul>			
<b>Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.</b>					
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	<ul style="list-style-type: none"> <li>• Ongoing process but haven't noticed increase</li> <li>• To increase awareness, created webpage and promoting in the Endless Possibilities Activity Guide and E-Newsletter</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		(especially alongside programs with fees)			
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA	Ongoing as needed			
<b>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.</b>					
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	Ongoing	•	•	•
<b>Objective 5.1: Ensure a welcoming, inclusive, and livable community.</b>					
<b>Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.</b>					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA	<ul style="list-style-type: none"> <li>• Staff have taken additional DEI training</li> <li>• Request to consider what trainings are available to Friend Board and others</li> <li>• County-wide movement and activities to increase DEI efforts in county and municipalities, GARE Team</li> <li>• Health Department was the first in NC to name racial equity as a health issue. Board of Health held meeting around how to move from discussion to implementation.</li> </ul>	•		
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA	<ul style="list-style-type: none"> <li>• LGBTQ+ rainbow stickers and signs are posted at Senior Centers</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<ul style="list-style-type: none"> <li>• OCDOA LGBTQ+ friendly logo for newsletter, activity guide, and website</li> <li>• Request to investigate sign designating Senior Centers as a Safe Spaces (e.g, does that include Safe Space Training?)</li> <li>• Dementia-friendly logos are posted at Centers and community businesses</li> <li>• Request to look into “Welcome” sign or banner in multiple languages outside or near front door</li> </ul>			
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	<ul style="list-style-type: none"> <li>• Questions about language included in MAP survey</li> <li>• Last year, OCDOA translated multiple forms into Mandarin and Spanish and posted online and put on front desk</li> <li>• Considering new refugee populations that may be moving to this area and how to include their languages (e.g., Pashto and Dari)</li> </ul>			
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>			
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and	OCDOA	<ul style="list-style-type: none"> <li>• Working to consider folks who have difficulty reading or hearing for a variety of reasons (low vision, literacy, etc.). For example, reading slides</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
barriers are identified and overcome.		aloud and/or providing closed captioning/ASL <ul style="list-style-type: none"> <li>• MAP Community Survey worked with multiple groups to overcome barriers.</li> <li>• Many people in the US have aphasia. Suggestions to look into new programs which use different parts of the brain like Singing for Aphasia.</li> </ul>			
<b>Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.</b>					
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	<ul style="list-style-type: none"> <li>• MAP intern connected with groups such as Refugee Community Partnership and Refugee Support Center who helped interpret the survey for ~20 older adults</li> <li>• OCDOA to research previous initiative and identify new contact</li> <li>• Contact with new employee at El Centro Hispano</li> </ul>			
5.1.2b. OCDOA staff work with these groups to find out what services and		Ongoing and working to renew relationships, especially as moving into next MAP			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
programming they are most interested in, and those services are provided.					
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Ongoing as possible			
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Ongoing			
<b>Strategy 5.1.4: Improve accessibility within the senior centers.</b>					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	No recent trainings			
5.1.4b. Funding is secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.		<ul style="list-style-type: none"> <li>OCDOA will review checklist at monthly meeting</li> </ul>			
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		<ul style="list-style-type: none"> <li>Ongoing</li> <li>DHHS SW meets with low vision support group and brings issues up as needed</li> <li>Staff report issues that people bring up related to navigation, etc.</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.	OCDOA	<ul style="list-style-type: none"> <li>• Staff are aware. OT on staff</li> <li>• Ad in recent Endless Possibilities to make people aware of what is available for equipment “tune ups”</li> <li>• Also doing ads about DME loan program</li> </ul>			
<b>Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.</b>					
<b>Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.</b>					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations	Ongoing (cross listed with Transportation Workgroup)			
<b>Strategy 5.2.2: Provide and encourage social connections between older adults.</b>					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	<ul style="list-style-type: none"> <li>• Some on hold because of COVID</li> <li>• Other smaller groups are continuing or forming in a socially distant way (e.g., Faith group)</li> </ul>			
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	<ul style="list-style-type: none"> <li>• 2 by 2 visits at Senior Centers</li> <li>• Noticed that people are feeling more comfortable coming in to use center individually (e.g., read a book, work on their computer)</li> </ul>			
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	<ul style="list-style-type: none"> <li>• Noticed that people are socializing at events like curbside meals</li> <li>• People are reaching out and expressing desire to</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		come back in previous capacity (e.g., play cards) • Many activities have restarted in a modified way (e.g., Wellness activities. Quilters, sewing. Billiard, table tennis, badminton)			
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	• See above • OCDOA has never closed. Adapted to new conditions and needs during the pandemic (e.g., increase in virtual programs, SW interns calling individuals to check on them)			

## Civic Participation and Employment Workgroup – Year 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.</b>					
<b>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.</b>					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA	<ul style="list-style-type: none"> <li>• Started creating database to match businesses and job searchers. Employment Specialist created questionnaire and WG discussed and provided feedback on process.</li> <li>• We continue searching for employment pathways to make sure we're aware of current job landscape. For example, expanded needs for administrative activities due to Covid-19 both in health care organizations as well as in businesses and companies who have expanded HR needs.</li> </ul>			•
6.1.1d. Interested older adults secure meaningful, fairly	Older Adult Employment Collaborative	We continue tracking and reporting of adults receiving offers and			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
compensated employment, including traditional, alternative, and entrepreneurial options.		starting new jobs, others who start their own business, or partner with someone in a business(es).			
<b>Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.</b>					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	Hosting ongoing classes and workshops (see 6.1.3a and 6.1.3b)			•
6.1.2b. A group for older adults looking for alternative and entrepreneurial work is created and supported.		On hold due to pandemic			•
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	Continue			
<b>Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.</b>					
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	Employment Specialist collaborated on the following virtual events: <ul style="list-style-type: none"> <li>• To Avoid Future Unemployment (TAFU) virtual meetings on July 8 &amp; 15, Aug 5 &amp; 19, and Sept 2 &amp; 16</li> <li>• “Being Better than Before” Webinar</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		Series on Aug 18, 20, 25, & 27			
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	Employment Specialist facilitated the follow virtual events: <ul style="list-style-type: none"> <li>Jobs Network of St. Thomas More on July 10 &amp; 24, Aug 14 &amp; 28, and Sept 11 &amp; 25</li> </ul>			
<b>Strategy 6.1.4: Create “Senior Internship” opportunities, whereby older adults obtain internships with possibility of future hire.</b>					
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			
6.1.4b. “Senior internships” are created with partners in the county.		On hold during COVID-19 pandemic			
<b>Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.</b>					
<b>Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.</b>					
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	Employment Specialist helped mature job seekers: <ul style="list-style-type: none"> <li>July – 49 (36 DOA contacts, 13 at additional events)</li> <li>Aug – 94 (78 DOA contacts, 16 at additional events)</li> <li>Sept – 65 (47 DOA contacts, 18 at additional events)</li> </ul>			
6.2.1c. Resources and services are offered in Orange County	Older Adult Employment Collaborative,	Requested approval for offer to provide Orange County Social Services			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
locations in addition to Durham Tech.	with support from Orange County Public Library	in Hillsborough with training classes and workshops in conjunction with Job Fairs that OCSS conducts. (Subjects: Preparing for a Job Fair; How You Appear Counts; Resumes and Cover Letters; Initial Introductions; Resumes; and Following Up.)			
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	See above			
<b>Objective 6.3: Promote the value of an experienced workforce to local employers.</b>					
<b>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.</b>					
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	<ul style="list-style-type: none"> <li>• Campaign is not feasible this year, but will focus on alternative approach</li> <li>• Plan to create survey to learn about common barriers, job skills, opportunities, etc. and use that to create a database to facilitate easier connections among employers and job seekers</li> </ul>			
<b>Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.</b>					

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.		<ul style="list-style-type: none"> <li>• New tax credit is not feasible this year, but focusing on learning more about this area</li> <li>• Working on learning more about and compiling list of policies, tax credits, or other incentive mechanisms</li> </ul>			
6.3.2b. Members of the Older Adult Employment Collaborative promote new policies to provide tax credits with key stakeholders and decision makers.		<ul style="list-style-type: none"> <li>• Similar to above. Working on identifying appropriate leaders in this area</li> </ul>			

## Community Support and Health Services Workgroup – Year 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 7.1: Increase awareness and use of available health and wellness resources.</b>					
<b>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.</b>					
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"> <li>• Physical Therapist from ElderFit Virtual Event Series: Falls prevention, Physical Activity (July 14), Stretching (Aug 11)</li> <li>• Local Pharmacist event series: reducing unnecessary medications, what to do after covid vaccine, common side effects</li> <li>• Fall Walks with OCDOA Wellness Coordinator launched for Sep-Nov</li> <li>• Pop up exercise classes in parking lot</li> <li>• UNC Health, Audiology Dep to provide hearing screenings and ear wax checks for free</li> <li>• Flu shots offered at both senior center locations this fall (Passmore- Oct 7, Seymour- Oct 14)</li> <li>• Speech Pathologist Voice event in Sept</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer Reports: Protect yourself from Medical Harm event (Oct 7),</li> <li>• Health Dept expanded COVID-19 Testing hours</li> <li>• Pre-Diabetes Risk Test 16-week class started Oct 15,</li> <li>• Joint event: Flu Shots with Walgreens and Nutritionist Chat with Health Dept (Oct 14, 21)</li> </ul>	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<ul style="list-style-type: none"> <li>• Piedmont Health website has information about how to obtain copy of lost vaccine card. Mobile van can provide vaccines at organizations (e.g., churches). Doing some testing.</li> <li>• Health Dept offering daily COVID testing and vaccines.</li> <li>• MOW helping to spread testing and vaccine information, especially related to great partnership with Piedmont Health mobile services. Encouraging clients to get vaccinated.</li> </ul>			
7.1.1b. Participation in health and wellness programs is increased.		•	•	•	•
7.1.1c. More “baby boomers” attend OCDOA health and wellness programs.		<ul style="list-style-type: none"> <li>• “New to Medicare” class in July and Sept, “Medicare Scam” class in Aug,</li> </ul>	<ul style="list-style-type: none"> <li>• Medicare Myth Busters (Oct 18 &amp; 20)</li> <li>• Medicare counselor appointments available starting Oct 5</li> <li>• New to Medicare (Oct 14)</li> </ul>	•	•
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,	<ul style="list-style-type: none"> <li>• Fitness classes started gradually resuming in July with limited spaces available and masks required.</li> </ul>	<ul style="list-style-type: none"> <li>• Sit to be Fit (New class) starting Oct 19</li> <li>• Work Out Fun, for Mandarin Speakers (Nov 17)</li> </ul>	•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
	Chapel Hill, and Hillsborough, and the Orange County SportsPlex				
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	<ul style="list-style-type: none"> <li>Senior Center Membership and new \$50 initiation fee is waiver was promoted in e-newsletters</li> </ul>			
<b>Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.</b>					
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"> <li>OCODA Caregiver (Hillsborough and Chapel Hill) groups and Grief Support groups – meeting in person and virtually to accommodate different preferences and needs</li> <li>OCDOA and DSS LCSW services available</li> </ul>	<ul style="list-style-type: none"> <li>Chapel Hill Parkinson's Support Group (2 events on Oct 5)</li> <li>Duke Caregiver Community Event (Oct 26)</li> </ul>	•	•
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"> <li>No updates at this time</li> </ul>			
7.1.2c. Mental health (e.g., Mental Health First Aid) training is	OCDOA, in partnership with Cardinal	<ul style="list-style-type: none"> <li>No updates at this time</li> </ul>			•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
provided at least twice per year at senior centers, public libraries, and long-term care facilities.	Innovations Healthcare, NAMI, UNC Health Care				
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"> <li>• Self-Care event with Mental Wellness SRT (July 22)</li> <li>• The Importance of Sleep and our Health Event hosted by Project EngAGE Mental Wellness SRT (Sep 22)</li> <li>• TED Talk at Seymour: This could be why you're depressed or anxious (July 12)</li> </ul>		•	•
<b>Objective 7.2: Expand services to help older adults age in their homes and communities.</b>					
<b>Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.</b>					
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"> <li>• DOA OT is continuing to help with distributing and setting up durable medical equipment (DME)</li> <li>• Piedmont Health Plus-continuing pilot project of more intensive case management for high needs community members</li> </ul> <p>Noted an increase in calls to the Aging Helpline about moving to OC. Sharing the "check-list of things to consider when moving to OC" resource.</p>	•	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		Shared check list with WG.			
7.2.1b. EMS/OCDOA Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.	EMS/OCDOA	<ul style="list-style-type: none"> <li>EMS Stay up and active is on pause, but they are using home visits for vaccines as an opportunity to refer for other needs</li> </ul>	•		•
7.2.1d. “Remembering When” home inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.	OC Emergency Services	<ul style="list-style-type: none"> <li>Remembering when on pause but other safety events took place.</li> <li>Sheriff’s Office held Safety series: Leaving People in Hot cars during Passmore food distribution, Safety Awareness at Welcome Back even at Cedar Grove (distributed 40 fans)</li> </ul>			
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	<ul style="list-style-type: none"> <li>OCDOA OT continuing Home Visits to complete safety assessments</li> <li>OCDOA OT holding monthly virtual Home Safety Chats: Medical alert systems (July 13), Ramps (Aug 10)</li> </ul>	•	•	•
<b>Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.</b>					
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully	OCDOA / VC55+	<ul style="list-style-type: none"> <li>No updates at this time</li> </ul>	•	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
use the healthcare system for prevention and curative services.					
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• OC Sherriff’s Office nominated Hand Helpers for RISE grant (\$7,500) to help buy building materials: <a href="https://riseawards.us.launchpad6.com/risecommunityawards/entry/150">https://riseawards.us.launchpad6.com/risecommunityawards/entry/150</a></li> <li>• 8 ramps completed this quarter</li> </ul>		•	•
<b>Objective 7.4: Address the problem of food insecurity among older adults.</b>					
<b>Strategy 7.4.1: Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.</b>					
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"> <li>• MOW switching back to hot meals. Hoping to be all hot by Nov. Currently only 1 hot w/ 4 frozen in Northern area. Need more volunteers to expand.</li> <li>• UNC students are helping MOW with research and outreach regarding different models of medically tailored meals, cultural meals.</li> <li>• Town of CH sharing services in newsletter. Weekly food distributions on Wed 9am at Eubanks Park and Ride. Distributing masks at events</li> </ul>	•		•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		quarterly or can contact individually. <ul style="list-style-type: none"> <li>Promoting need for meal delivery volunteers in e-newsletters</li> </ul>			
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"> <li>No updates at this time</li> </ul>			
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	<ul style="list-style-type: none"> <li>(see 7.4.1a and 7.4.3a.)</li> </ul>			
<b>Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.</b>					
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			
<b>Strategy 7.4.3: Increase awareness of food services for older adults.</b>					
7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food	OCDOA, DSS IFC OCIM, OCRA	<ul style="list-style-type: none"> <li>OCDOA continuing weekly curbside meals and monthly commodity food box program (partnering with Sheriff, CH PD</li> </ul>		<ul style="list-style-type: none"> <li></li> </ul>	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
Program, and Meals on Wheels.		and Hills PD), around 285-288 active people <ul style="list-style-type: none"> <li>• Sheriff's Office partnering with OCDOA and Rogers Road (425 families) to help with Food Distribution. Local grocery stores are donating food to help during the holidays.</li> </ul>			
<b>Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.</b>					
<b>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.</b>					
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"> <li>• Death Cafes in Hillsborough and Mebane offered monthly. Leaders to share write up in Endless Possibilities newsletter.</li> </ul>		•	
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	•			•
7.6.1c. Information and ongoing educational opportunities about	OCDOA, in collaboration with the UNC Partnerships in	•	• EOL SRT held Advanced Directives event (Nov 9)		•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC				
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"> <li>EMS using home vaccines as an opportunity to discuss services related to EOL such as DNR bracelets and Vial of life (also other resources such as Senior Times, Transportation options)</li> </ul>			
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"> <li>Death Cafes in Hillsborough and Mebane offered monthly. Leaders to share/write up in Endless Possibilities newsletter.</li> </ul>		•	
<b>Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.</b>					
7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	No updates at this time			•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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	No updates at this time			
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	No updates at this time			•
<b>Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.</b>					
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	No updates at this time			
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough	No updates at this time	•		

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 6.4: Expand enriching volunteer opportunities for older adults.</b>					
<b>Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.</b>					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• OCDOA VC55+ roughly 500+ active volunteers when buildings and in-person programs are active. Slowly increasing opportunities that we can offer right now. Currently looking for volunteers for: Handy Helpers, Telephone reassurance, Friend to Friend, Front desk check in assistance</li> <li>• Volunteer Drivers – was on pause, but has opened back up and there is a demand for services</li> <li>• MOW recruiting volunteers, especially in the northern part of the county. Website, mowocnc.org, click on the volunteer button or call 919-942-2948, volunteer coordinator</li> <li>• UNC Hospital also looking for volunteers</li> </ul>	•		
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• Twice a year survey administered</li> </ul>	•		
6.4.1c. Older adult seeking volunteer	OCDOA / VC55+	<ul style="list-style-type: none"> <li>• Ongoing as needed</li> </ul>	•		

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.		<ul style="list-style-type: none"> <li>Using e-newsletter to share COVID volunteer opportunities</li> </ul>			
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"> <li>Project EngAGE classes on pause but SRTs remain active.</li> <li>Inter-generational SRT partnered with Sheriff's Office to hold Back to School Bash (Aug 21), over 100 participants, gave out 36 bookbags with supplies, and partnered with SWs at schools to give out more bags to students in need</li> <li>Town of CH hosted backpack giveaways in partnership with Hargrave Center: Co-sponsored by Summit Church and NOW Church (both of Chapel Hill) (Aug 14) and Chapel Hill Parks and Recreation and World Overcomers Church (Aug 19)</li> </ul>			
<b>Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.</b>					
6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy	OCDOA / VC55+	<ul style="list-style-type: none"> <li>Ongoing. New VC55+ coordinator hired.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>		

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
Helpers, Volunteer Drivers, Friend to Friend, SALT).					
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"> <li>Telephone Reassurance and Friend to Friend are ongoing</li> </ul>	•	•	•
<b>Objective 5.1: Ensure a welcoming, inclusive, and livable community.</b>					
<b>Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.</b>					
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"> <li>OCDOA OT hosting Dementia Chats: Traveling with Dementia (July 6), Creating a caregiving backup plan (July 20), Communication (Aug 3), Driving (Aug 17), Falls (Sep 21)</li> <li>Memory Café: Aug 3, 9, 17, Sep 7, 13, 24, 24, 29</li> </ul>	<ul style="list-style-type: none"> <li>OCDOA OT hosting Dementia Chats: What is Dementia (Oct 5), Younger Onset (Oct 19), Holidays (Nov 16)</li> <li>Dementia Basics Series: Brain Health (Oct 7), Types and Stages (Oct 14), Communication (Oct 21), Preparing (Oct 28)</li> <li>Memory Café: Oct 1, 5, Nov 2, 8, 17</li> </ul>		•
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.	OCDOA	Invited to present at National Healthy Aging Symposium last week to share how other communities can use the Dementia Friendly Business Campaign model		•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<a href="https://health.gov/our-work/national-health-initiatives/healthy-aging/healthy-aging-symposium">https://health.gov/our-work/national-health-initiatives/healthy-aging/healthy-aging-symposium</a> Over 3000 attendees			
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	<ul style="list-style-type: none"> <li>Caregiver series: Share DSS resources (July), Veterans Program (Aug 16), First Aid (Sep 20)</li> </ul>	<ul style="list-style-type: none"> <li>Caregiver Self-care (Nov 2)</li> <li>Caregiver 101, Nov 15</li> </ul>		
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	<ul style="list-style-type: none"> <li>Living Alone with Dementia even (Sep 7)</li> <li>Life Track, free tracking bracelet for people with cognitive impairment at risk of wandering (46 people in program)</li> </ul>			
<b>Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.</b>					
<b>Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.</b>					
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"> <li>OCDOA promoted SHARP LTC direct caregiver nominations/awards</li> <li>Project EngAGE members are on SHARP award selection committee</li> </ul>	•	•	

## Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 5 Priorities

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
<b>Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.</b>					
<b>Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.</b>					
8.1.1a. Comprehensive list of liaisons is created and maintained.		Ongoing and intern staying on to create master liaison list			
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Information shared on online community calendars, newsletters, bulletin boards and local newspapers (e.g., Crescent Magnolia, UNC Hills)			•
8.1.1c. Information is distributed at least quarterly to designated liaisons.		Ongoing			
8.1.1d. Liaisons are created with non-English organizations.	OCDOA, EI Centro NC	No new organizations	•		
8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries			
<b>Strategy 8.1.2: Make OCDOA communications available in a variety of languages.</b>					
8.1.2a. Communications are sent out to non-English media sources and posted	OCDOA, Orange County Government –	Ongoing			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
at relevant locations and community agencies.	Community Relations				
<b>Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.</b>					
8.1.3a. Print versions of the Senior Times are in larger print and with less information.	OCDOA	<ul style="list-style-type: none"> <li>• New and improved <a href="#">Endless Possibilities</a> (EP) launched Aug. 6.</li> <li>• Larger print, user friendly.</li> <li>• EP submission, scheduler and editor software created and training complete.</li> <li>• Software used for Fall 2021 EP and future issues.</li> <li>• EP Style Guide created.</li> <li>• EP Instruction Manual created for programmers, schedulers and editors.</li> <li>• New EP advertised</li> <li>• Post EP launch survey created/disseminated</li> <li>• Receiving positive feedback on new Endless Possibilities format</li> </ul>		•	•
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"> <li>• Suggestion for future work on an audio version of Endless Possibilities for people with low vision. For example, call in number with a recording about activities this week or announcements.</li> </ul>	•		

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<ul style="list-style-type: none"> <li>On website, there is a calendar format for the week that someone might be able to use reading software for.</li> <li>New EP designed with low-vision and cognitive impairment in mind (larger print, more white space, less text, greater contrast, and simplified organization).</li> </ul>			
8.1.3c. Drop off locations are expanded.		New <a href="#">EP Pick Up Location</a> webpage created and updated with all drop off locations		•	
<b>Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.</b>					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	<ul style="list-style-type: none"> <li>Total page views (14,117)</li> <li>Top five pages: Aging (3739); Senior Center Programs (1681); Activity Calendars (891); Aging Transitions Services (383); and Endless Possibilities/Resource Guide/E-News (364)</li> </ul>			•
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	<ul style="list-style-type: none"> <li>Facebook: Total page likes (659); up 4.44% from last quarter</li> <li>YouTube Channel Lifetime to date: Views=1628; Watch Time (hours)=161.6; Subscribers=69</li> <li>Added information about Social Media and</li> </ul>			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		YouTube Channel in EP			
8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	<ul style="list-style-type: none"> <li>• Endless Possibilities: 3501 subscribers</li> <li>• Community News for Caregivers: 698 subscribers</li> </ul>	•	•	•
8.1.4d. New methods established to keep up with technological advances.	OCDOA, OC IT, OC Community Relations	<ul style="list-style-type: none"> <li>• Completed project with OCIT to streamline Resource Guide business listing submission and database update</li> <li>• Completed project with OCIT and OCDOA RecTrac staff to streamline and automate monthly <a href="#">activity calendar</a> reports and web posts</li> <li>• Ongoing project with OCIT to streamline and automate daily activity calendar reports and posts to website and ScreenCloud</li> <li>• Completed ScreenCloud upgrade training</li> <li>• With OCIT and OCDOA EP editor &amp; intern, created a new, unique software for EP program/article submission, scheduling, editing and reports</li> </ul>	•	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		<ul style="list-style-type: none"> <li>• Webmaster received Piwik access and training</li> <li>• Completed Piwik segment and report setup of all OCDOA webpages enabling webmaster to run web “hits” report to track website performance</li> <li>• CivicPlus online forms platform used to create online Senior Center participant registration and evaluation forms</li> </ul>			
8.1.4e. People report they are hearing about events/programming through these sources when they register.		Intern working to create method to collect this information			
<b>Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.</b>					
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"> <li>• MAP accomplishments published in AARP NC newsletter</li> <li>• WCHL &amp; WHUP on-air interviews promoting OCDOA &amp; MAP</li> <li>• Multi news releases in local newspapers, social media and radio promoting programs &amp; services</li> </ul>	•	•	•
8.1.5b. OCDOA program, service, and resource information is	OCDOA, Transitions Guiding Lights NC, El Centro	<ul style="list-style-type: none"> <li>• Registered OCDOA to table at the upcoming (Oct) Duke Virtual Caregiver Community Event</li> </ul>		•	

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
distributed at community events.	NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	<ul style="list-style-type: none"> <li>• OCDOA OT working with Duke Caregiver event to create a “home safety” demonstration booth</li> <li>• In person events are largely on hold, but there are some informational virtual events</li> <li>• OCDOA has a table at National Night Out in Chapel Hill</li> <li>• Asked to speak at National Healthy Aging Conference about Dementia-friendly business program</li> </ul>			
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"> <li>• Have Welcome Kit</li> <li>• Converted to two-sided flyers rather than brochures since information is changing so quickly.</li> <li>• Passing these out at in person and virtual events</li> </ul>			
8.1.5d. The number of Project EngAGE graduates is increased each year.		<ul style="list-style-type: none"> <li>• On hold</li> <li>• 64 graduates thus far</li> </ul>			
8.1.5e. People report they are hearing about events/programming through these sources when they register.		See above			
<b>Strategy 8.1.6: Partner with other organizations to promote and publicize each other’s events and information.</b>					

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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"> <li>OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT, OCPT, and UNC’s transportation office</li> <li>OCDOA Transportation Specialist met with Complete Streets / GIS Specialist (<a href="#">Town of Chapel Hill, NC</a>), and attended Town of CH Road to Zero (pedestrian safety) Task Force meeting</li> </ul>	•	•	
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"> <li>Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter</li> </ul>	•	•	•
8.1.6c. Senior center events/programming is advertised in community center newsletters,		<ul style="list-style-type: none"> <li>Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters and listservs</li> </ul>	•	•	•

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
calendars, and on-site.					
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"> <li>Ongoing through Endless Possibilities bi-weekly e-newsletter</li> </ul>			
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant			
<b>Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.</b>					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.		See 8.1.4e			