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
Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.					
Strategy 1.1.1: Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	• Next meeting on Oct 13. Meets twice a year. • Need new aging representative. Asking a board member.	Next meeting is on April 13th. New aging board representative identified and WG leader to attend.	Next meeting is on April 13th. Board member and WG leader to attend.	OCDOA staff attended the IGPW meeting on Apr 13.
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	Ongoing		• WG leader met with low-vision support group to discuss outdoor spaces. • WG leader reached out to town sidewalk planners and invited to be a part of ongoing MAP workgroup.	OCDOA staff reached out to Eno River Association and Triangle Land Conservancy regarding joining the group.
Strategy 1.1.3: Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.					
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	Discussion around if an older adult volunteer be part of the IP workgroup.		• Discussion around forming another group focused on advocacy vs integrating that into existing groups. • May need a separate group, but sometimes another group isn't the answer. Proposed	See notes in Q3 and will discuss with new 2022-27 MAP Outdoor Spaces Workgroup.

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
				more older adults on this WG. • This WG may be able to serve that role, but we need to be on top of timing around budget, public hearings, and planning process so that we can go to meetings. • We need to be involved in the process earlier. Recommendations get drafted before being presented to boards. • Many of the boards do have representative positions specifically for older adults. We can work to make this the case for more boards. • Staff from each jurisdiction can bring things to this WG for review – they may not always be aware of what's happening. • In Hillsborough, agendas are posted online, and you can sign up to receive notifications. DOA can help increase awareness/ direct people to these. Hills would like more public participation. • Carrboro agendas are	

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				online as well. https://www.townofcarrboro.org/AgendaCenter	
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.					
1.1.4a. Presentations to groups with large 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.		• Discussed presenting at support groups (e.g., 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). • WG leader and volunteer to talk with low-vision group leaders about visiting her group. • WG leader to reach out to the Parkinson's group about presenting.		WG leader met with low-vision support group to discuss outdoor spaces	
Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.					
Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.					
1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.	Outdoor Spaces Group members; Aging & Wellness; Student Groups/	• Increase in outdoor events, such as parking lot events, during COVID-19 • Wellness walks using Riverwalk • Exercise group	• Carrboro Recreation & Parks offered 6 hikes around OC/Triangle area locations • Hillsborough Town doesn't do programming, but	• NC Bird Atlas Project event (Feb 16) • Butterfly Life event at Durham Museum of Life and Science (Mar 14) • 6 Week Walking	• An entire page of Spring/Summer OCDOA EP publication was dedicated to outdoor spaces programming • Senior Games (Apr 1 –

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	Interns organized by OCDOA	meeting at Farmers Market in Hillsborough • In-person low vision support group at picnic space in Southern Village Park (booked without fees) • Drumming practice at Veterans Memorial on Southern Human Services campus • Carrboro Parks and Rec using Carrboro Farmers Market space	other organizations/groups do. They do fund through Tourism and Community Reinvestment Funds. • Visitors Bur has calendar – we can highlight this https://www.visitchapelhill.org/events/ • Visit Hills NC website with Master Calendar. https://visithillsboroughnc.com/ • DOA has volunteer leading walks roughly every two weeks	Challenge (Mar 7 – Apr 15) • Ask the Gardeners event with OC Cooperative Extension (Mar 29)	May 18) • Composting 101 with OC Solid Waste Department (Apr 20) • Earth Day: Paint & Plant Potting Party (Apr 22) • Folk Music Revival at Seymour Outdoor (Apr 27) • Spring Picnic with CH Parks and Rec at Seymour Outdoor (May 6) • Blumora Lunchtime Concert at Seymour Outdoor (May 18) • We Are Here For You event at Seymour Outdoor (May 21) • Rock of the Ages at Seymour Outdoors (May 25) • Fathers Day BBQ Bash at Passmore (Jun 17) • Carrboro P & R offered 3 hikes this quarter
1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.		Continued an outdoor spaces section in Endless Possibilities quarterly publication (includes interactive map link)	WG member has group that just started to develop PR materials to highlight parks for the TV monitors	"Walks with Edie" at Hillsborough Riverwalk Jan 12 & 26, Mar 9 & 23) at Homestead Park and Chapel Hill trails (Mar 2 & 16) advertised in e-newsletter	• "Walks with Edie" at Hillsborough Riverwalk Apr 13 & 27, May 11 & 25) at Homestead Park and Chapel Hill trails (Apr 6 & 20, May 4 & 18) advertised in the e-newsletter

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					• Cedar Grove Park was featured in summer issue of EP
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	• https://gis.orangecountync.gove:8443/TrailsAndParks • WG member to reach out to OC graphic designer and new employee about videos to highlight different parks for monitors, trainings on videos • Request to include if there are bathroom facilities (including during winter) as it sometimes hard to tell what's available on websites	OC updated website/map	Ongoing	Ongoing
Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.					
1.2.2d. Internship opportunities are created with university students to help complete the work.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	• A lot of the survey work around sidewalks and greenways was completed by staffed • What about benches? (noted in new survey) They are typically provided on paved surfaces but not natural trails • Planning meets with DOT to discuss infrastructure and funding related to pedestrian and bike lanes • Sidewalk extension from Eno Haven to	Might be able to have intern help developing the short courses about the interactive MAP		

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		SportsPlex in Hillsborough? (noted in new survey) Could benefit from grant money • Planning has looked at sidewalks connected to bus stops and schools			
Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.					
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 Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Seymour Center has increased number of outdoor areas with seating and tables, ADA improvements for people who wait for transportation • Parking lot IG movie night at church in Hillsborough with OC Sheriff's office. They passed out backpacks for back to school • Working to improve identifying IG events with icons in Endless Possibilities	• Grants are available but not feasible at this time to apply. • Senior Centers just bought outdoor firepit to encourage use of outdoor spaces during colder months.	Ice-cream social and Horton Hears a Who movie at Seymour Center (Mar 5)	• OCDOA is developing a plan for what can be done with any leftover state funding to develop additional outdoor space at the OC senior centers. • Arts and Crafts with Grand-friends with OCSO, OC Arts Commission, IG SRT at Passmore (May 14)
1.2.4e. At least one bus stop in each town	Town Planning Departments,	• Wellness Posters were delivered to	Posters are up in Hillsborough. Three new		Staff ordered 3 additional posters for Town of Hills.

9

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is converted into a wellness stop/integrated garden.	OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	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. • Planning Dept works with Hillsborough on what goes in the bus stop stations • 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.	shelters that have space for more posters.		Staff still exploring feasibility with CH Transit for Town of CH/Carr bus stops.
Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.					
Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.					
1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public transportation, such as benches and bus shelters.		• Bus system has been in flux related to reduced ridership during COVID-19, recently started full service in most places • Planning Dept worked with DOT around agreements for Simme-seats for bus stops. They were installed in the following locations: • 4 around Hillsborough • 2 in Chapel Hill • 1 in Mebane	• CH in process of creating catalog of things that public people can purchase and donate. • Hills, each park has master plan for amenities such as benches. Staff put in budget requests each year for funding to accomplish recommendations in these plans. One way to change this is for public to participate in the budget process to let elected officials		

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		• 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.	know this is important. Parks and Rec is often cut first. • Advisory board on aging could send a recommendation letter. • Hills working to create a standing budget line for these operating costs. • We need to make point about age-friendly/livable communities at budget hearing.		

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
Objective 2.1: Expand availability and improve transportation options for older adults.					
Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from transit partners	• 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)". • Award increase from $137K to $167K.	• Q1 Reports submitted October 2021; $13,833 requested for reimbursement	• Q2 Reports submitted Jan 2022; $16,121 requested for reimbursement • Met with new MPO staff, Mariel Klein, confirmed that current 5310 project is funded through July 2023	• Q3 Reports submitted April 2022; $14,234 requested for reimbursement • Met with Durham staff, Tom Devlin, MPO Mariel Klein in May, FY22 Section 5310 Application opens June 13, closes August 19, 2022
2.1.1b. Increased number of volunteer drivers.	OCDOA	• 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 • Drivers remain engaged in VDP thru email check ins • Invited drivers to complete 2021 MAP Survey • New VC 55+ Specialist (previous Transportation Specialist) hired, to start in Q2. • People more interested in trips at the start of the summer, but this has dropped off some with the resurgence of Delta/Covid • All current riders and	• No new drivers added • 6 drivers (5 volunteers + Transportation Specialist) receiving ride requests	• No new drivers added • 6 drivers (5 volunteers + Transportation Specialist) receiving ride requests	• No new drivers added • 1 driver no longer receiving requests due to personal illness • 5 drivers (4 volunteers + Transportation Specialist) receiving ride requests • Per VC 55+ Administrator, 5 candidates for drivers in current volunteer group, will be onboarded in late Summer 2022

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		drivers are vaccinated			
2.1.1c. Increased ridership.	OCDOA	• Transportation Specialist drove 47 one-way trips this quarter • Volunteer drivers provided 22 of one-way trips this quarter • Provided transport with strict adherence of PPE protocol, offered KN-95 masks • Mostly medical appoints, some groceries.	• Volunteer drivers provided 99 one-way trips this quarter • Provided transport with strict adherence of PPE protocol, offered KN-95 masks • Mostly medical appoints, some groceries • 13 new riders signed up	• Volunteer drivers provided 126 one-way trips this quarter • Riders' vaccination status asked about when requesting rides, drivers prefer vaccinated riders • Masks not required but encouraged, drivers' final say • 16 new riders signed up	• Volunteer drivers provided 146 one-way trips this quarter • Masks not required but encouraged, drivers' final say • 15 new riders signed up
2.1.1d. Scheduling software is evaluated and purchased.	OCDOA	• Code The Dream (CTD) Rideshare app on hold in Q1 due to CTD priorities and staffing; check-in scheduled for Q2 • Similar to Uber/Lyft, where you put in the trip to the volunteers. Right now, it is a manual process facilitated by Transportation Specialist • Some concerns about usability of software	• New Call management programs being reviewed for Aging Transitions team, looking at Apricot and Mon Ami applications for volunteer management • Due to low volume of volunteers, scheduling software not needed; Transportation Specialist emails requests and coordinates as needed	• Transportation Specialist continuing to manage volunteer driving program through email and phone calls • New call management programs still being reviewed for Aging Transitions team	Transportation Specialist using Google Forms + Sheets to manage ride requests, track requests and callers
2.1.1e. Expanded range of services is made available, including weekly errand trips and same day service.	OCDOA	• Working with VC 55+ to expand program by getting more volunteer drivers throughout OC • Program includes grocery and pharmacy deliveries	• Transportation Specialist delivering food boxes to 3 people not able to pick up themselves • Volunteer driver	• Monthly food box delivery by Transportation Specialist to 3 people continues • Senior Center	• Monthly food box delivered to 3 people by Transportation Specialist • 3 prescription deliveries made by

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		• VDP helps fill gaps in current public transit system	helped rider adopt cat • 2 drivers, plus Transportation Specialist providing regular rides for grocery trips, errands	programming materials + meals delivered to homebound couple by Transportation Specialist and 1 program participant (coordinated with Seymour Center Staff)	Transportation Specialist
Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.					
2.1.2a. A needs assessment is conducted to define the needs and gaps in service hours and destinations.	CHT, OCPT	• Previous needs assessment was conducted • Transportation Specialist 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. • EZ Rider survey promoted in Endless Possibilities e-newsletter • Hearing reports that people are wary about using public transit related to COVID. On school buses, they are opening windows. One reason 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. • EZRider ridership dropped	• Additional needs assessment not conducted • Known current issues include reduced service on buses due to staffing shortage • No direct demand-response service to Hillsborough locations for CH-Carrboro residents • Free transportation to senior centers not funded through OCPT	Additional needs assessment not conducted	Additional needs assessment not conducted

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		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			
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	CHT, OCPT	• Both EZ Rider and OCPT reduced services. Fixed routes are reduced related to reduced staffing. Some waiting time issues with demand-response. • OCPT's mobility on demand (MOD) pilot 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. • OCPT's MOD expands evening and weekend hours. Age not tracked when they book a ride. No eligibility requirements. • During MOD pilot, people can call in if they aren't comfortable with app, but will be moving from phone to only app Orangecountync.gov/MOD. Concerns for low-vision. GoGoGrandparent – there is a charge. JitterBug phones (government	• Transit service continues to be impacted by Covid; Nationwide driver shortage in line with staffing at public transit agencies in Orange County • Soltys Center Adult Day Health program reopens in Hillsborough, specializes in memory care; CH/Carrboro residents unable to transfer because of memory issues, can't get public transportation directly to Soltys	• In-person dining at Senior Centers resumes; EZ Rider able to provide rides to those who can't used fixed routes • OCPT funding for senior transportation to senior centers/meal sites is not available according to OCPT staff	• DOA Director uses ARPA funds to provide transportation to meal sites in Hillsborough two days a week as a stop gap measure • OCPT Director leaves, interim director in place and looking for funding; providing three days of transportation to seniors on list, waitlist established

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		issue), if you call 0, they can call you and Uber or Lyft • Was free during pilot – but now $5/trip. • Brandi to send EzRider survey to caregiver newsletter, Jamie Pope wants to be added to both newsletters for SWs			
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.	CHT, OCPT	• GoTriangle routes are fare-free through June 2022 due to COVID • MOD service available through Oct 2021, limited days/hours, not free ($5/ride). (See above) • OCPT is not free in general, but is free for seniors	• GoTriangle routes are fare-free through June 2022 due to COVID • MOD service is $5 available in Hillsborough on Friday, 5pm-9pm and Saturday, 9am-5pm	GoTriangle routes are fare-free through June 2022 due to COVID	GoTriangle routes are fare-free through June 2023 due to COVID
2.1.2d. Same day service to urgent care appointments is established.	CHT, OCPT	• Mobility on Demand (MOD) Uber/Lyft model program in Hillsborough pilot running through Oct 2021. Can do same day appointments on Saturday • Potential with VDP, if we could expand number of volunteers and create an on-call schedule	• Due to staff shortage, EZ Rider asks riders to call in ride requests, do not use online form • OCPT requires 2 days notice for non-ADA requests	Service impacted by covid-related staff shortages, same-day service not a possibility	Service impacted by covid-related staff shortages, same-day service not a possibility at this time.
Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.					
Strategy 2.2.1: Establish a medical transportation work group that meets quarterly with representatives from transit, health, and aging services focused on improving coordination of medical transportation and other issues.					
2.2.1b. Grant opportunities are identified and pursued.	OCDOA	GoDurham and Durham County Access both submitted and received 5310 grant funds for 2020/21	No updates	Met with DCMPO to discuss 5310 grant, possible funding opportunities	No updates

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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	• Reviewed eligibility requirements for regional demand-response (Paratransit) through GoAccess. GoAccess is main service that goes across county lines, but services are limited by proximity to fixed routes. So they'd have to change buses and systems. • VDP often fills gaps • Options to connect GoTriangle to Durham/Raleigh: Wegman's, CH Library, UNC, Trader Joes	VDP is primary way to do this for people who are not able to access the fixed routes	VDP continues to be the most elegant option, if available, but rising gas prices, covid concerns still impacting volunteer driving recruitment	• No demand-response direct service from CH-Carrboro to Hillsborough is available through EZ Rider or OCPT; riders will have to transfer or used fixed routes • VDP continues to be best option in terms of time and cost
2.2.1d. Transit dependent patients are identified by healthcare providers and assisted with securing transportation to appointments.	OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare	• 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 • With the transition to Medicaid managed care, supposed to screen for SDOH (housing, IP safety, transportation, food) • NC CARES 360 – bidirectional referrals. Issues getting people to use it. More available for seniors. But issues for	No updates	Met with Duke's Fred Johnson who is leading a group comprised of a Health Systems, Health Payers, Public Agencies and Community Based Organizations addressing Social Determinants of Health; including Transportation, also housing.	Connected OCPT, Chapel Hill Transit, with Fred Johnson's workgroup (meeting in July 2022)

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		those not seniors, not going to medical appoints, or without disabilities. • 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 • State wants NC CARES 360 to work, received federal funding. Health systems are at the table, if we are going to use this, we all have to buy into it and use it. • Survey put out to community partners asking about barriers			
Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.					
2.2.2a. Older adult riders are able to travel from Orange County into neighboring counties and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT OCDOA	(see 2.2.1c)	(see 2.2.1c)	(see 2.2.1c)	(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)	(see 2.2.1c)	(see 2.2.1c)	(see 2.2.1c)
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.	OCDOA	• VDP riders continue to be asked about their emergency plans upon enrollment including collecting "emergency	New registrants for VDP are asked about emergency contacts	Current active riders contacted by Transportation Specialist to make updates on emergency contacts	No updates

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		contact" information • Transportation Specialist visits riders when they sign up and completes basic assessment to see if referrals are needed (e.g., handy helpers) • Orientation with drivers talks about what happens if there is an accident			
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					
2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.	OCDOA, CHT, OCPT, GoTriangle	• Transportation Helpline information in normal materials (AT) • 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	• Transportation Helpline information in normal materials (AT) • 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	• Transportation Helpline information in normal materials (AT) • 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	• Transportation Helpline information in normal materials (AT) • 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
2.3.1b. Easy to read user guides are published and regularly updated.	OCDOA, CHT, OCPT, GoTriangle	• Endless Possibilities (previously Senior Times) redesigned to be more readable • Located previous Tri-fold brochure. Will check if it's updated and make sure it's available in Senior Center	No updates	No updates	2018 Senior Transportation Guide reviewed by Transportation Specialist, to update in new FY

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		lobby • Text documents work better than PDF/Pictures for computer reader programs (for low vision)			
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	MAP Community Engagement events scheduled for Q2	No updates	• New route information for CHT, Senior Shuttle posted at Seymour Center • Front desk, volunteers at senior centers given updated transit info, schedules	Bus route info updated and replenished at Seymour and Passmore Centers
2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.	OCDOA	• Bus Riding 101 virtual class planned for Q2 • Idea to partner with immigrants and refugee groups to help orient people for whom English is a second language • Provided individual training sessions to residents who contacted Aging Helpline or Transportation Helpline • Began planning for Senior Driving Awareness Week in Q2 with OCDOA OT	• Senior Driving Awareness Talk held with Occupational Therapist, Dec 2021 • Transportation Specialist table at Seymour and Passmore Center	Transportation Specialist table at Seymour and Passmore Center	• Navigating Orange County transportation classes offered at Passmore Center • Transportation Specialist tables at Seymour and Passmore Centers
2.3.1e. Transportation Help Line and Go Triangle Call Center phone numbers are widely distributed.	OCDOA, GoTriangle	• Researched opportunities to promote Transportation helpline and Go Triangle Call Center • Advertised in Endless Possibilities	Continues to be advertised	Continues to be advertised	Continues to be advertised
Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.					
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	Travel Training by OCDOA Transportation Specialist is available by appointment	Travel Training by OCDOA Transportation Specialist is available	Travel Training by OCDOA Transportation Specialist is available by appointment	Travel Training by OCDOA Transportation Specialist is available by appointment

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		by appointment			
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA	• Talked with Social and Communications WGs about including Transportation Specialist in future events, set up planning/brainstorm session in Q2 • Transportation Specialist is listed in the current issues of Endless Possibilities	Transportation Specialist is listed in the current issues of Endless Possibilities	Transportation Specialist is listed in the current issues of Endless Possibilities	Transportation Specialist is listed in the current issues of Endless Possibilities
5.2.1b. A ride sharing board is created to organize carpooling to special events, especially in the evenings.	OCDOA	Talked with Social and Communications WGs about including Transportation Specialist in future events, set up planning/brainstorm session in Q2	No board created	No updates	No rideshare board but will explore in future

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
Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.					
Strategy 3.1.1: Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.					
3.1.1a. A Housing Task Force is developed.		Continued participation in Affordable Housing Coalition and PeeWee Homes Board.	Continued participation in Affordable Housing Coalition and PeeWee Homes Board.	Continued participation in Affordable Housing Coalition and PeeWee Homes Board.	Continued participation in Affordable Housing Coalition and PeeWee Homes Board.
3.1.1b. A list of state and local polices to target is created and changes are recommended.		COMPLETED	COMPLETED	COMPLETED	COMPLETED
Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).					
Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.					
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	Triangle Community Foundation (anonymous donation) dedicated $50K for build out and operations at PeeWee Homes	Aging in Community approach endorsed by Board of Directors for implementation in PeeWee Homes.	Grant application award pending for an additional $50K from Triangle Community Foundation to 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	OCDOA reported the number of seniors requesting shared housing opportunities has increased this quarter		
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.		Need to identify feasibility for this and possible alternatives if not feasible			
3.2.1f. OCDOA is consulted with by developers and financers at the conceptual stage to ensure home and neighborhood designs are age-friendly.	OCDOA/ UNC Partnerships in Aging Program (PiAP)	Request into Town of Chapel Hill for connection to developers of senior housing in southern Orange County across from Southern Village	55+ concept at Obey Creek Development is off the table. However, the developer is committing 15% of units as affordable.		
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	DHIC submitted concept plan for senior tax credit development.		Applications are being accepted for 2 senior-designated PeeWee Homes in the Northside neighborhood

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
Objective 3.3: Modify and repair existing housing for safety and accessibility.					
Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.					
3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.	OC Housing	COMPLETED	COMPLETED	COMPLETED	COMPLETED
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	No longer feasible.	No longer feasible.	No longer feasible.	No longer feasible.
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		Continued data collection through OCHPC.	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	Continued data collection through OCHPC.		
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Closed as no longer appropriate.	Closed	Closed	Closed
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.	Not feasible	Not feasible	Not feasible
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
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.					
Strategy 3.4.1: Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.					
3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially "missing middle" housing (i.e., duplexes and small scale apartments with courtyards).	OCDOA	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.	Learning sessions during Housing Workgroup meetings included history of racism in housing and current solutions that afford people greater access to home loans, including special purpose credit programs, down payment assistance, CommonWealth Builder programs, and rehab funding.		
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)				Solo Aging educational event held April 27. 41 participants attended. Workgroup is hosting 6 more events to continue resource sharing, socialization, and education.
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.	Spring Workshops put on hold due to Omicron variant. Plans to revisit in the future.		Workshops deemed not feasible for the time being until OCHPC has more sustainable robust future. Partners may consider taking these on independently.
Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.					

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	No longer feasible	No longer feasible	No longer feasible
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		No longer feasible	No longer feasible	No longer feasible	No longer feasible
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		No longer feasible	No longer feasible	No longer feasible	No longer feasible
Objective 3.6: Support Orange County residents to age in community.					
Strategy 3.6.1: Create and fund a new OCDOA housing specialist position to educate, activate, and coordinate the community in achieving MAP housing goals.					
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA	No updates	No updates	No updates	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.	Senior Housing Guide distributed to two families seeking housing.		Consultations to 2 OC older adults re: senior housing options.
Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.					
3.6.2a. Network of repair/remodel organizations is developed.		COMPLETED (OCHPC ongoing work)	COMPLETED	COMPLETED	COMPLETED

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.	Plan is currently sustainable until July 2023 -without growth or further development. Conversations with TJCOG, RTT, and other OCHPC partners are ongoing.		Plan is hesitantly sustainable until July 2023 -without growth or further development. Co-coordinators' availability is somewhat unclear. Conversations ongoing.
3.6.2c. Representative from each organization is designated to network.		Completed	Completed	Completed	Completed
3.6.2d. Referrals are increased across organizations.		Completed	Completed	Completed	Completed
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		Completed	Completed	Completed	Completed
3.6.2f. More comprehensive repairs are provided to residents.		Completed	Completed	Completed	Completed
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.		Completed	Completed	Completed	Completed
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		No updates	Not feasible in this plan. The only programs this applies to are state-level funds, so we would need to advocate at a state policy level.	Not feasible	Not feasible

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.	No longer applicable	No longer applicable	No longer applicable

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
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.					
4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.	OCDOA	• Each Senior Center now has two portable technology units and one built-in unit in each great hall area. • New sound system and transmitter for radios for parking lot events. Funded through CARES money. • New Endless Possibilities (previously Senior Times) has larger text and easier to read layout.	Ongoing	Ongoing	NC Reading Service is a new 24/7 service where volunteers read news and other information to increase access for those who are blind and print impaired. Also includes OCDOA monthly program updates. https://www.ncreadingservice.org/
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	• Continue working on new partnerships – working on one for this winter related to new languages • Bilingual intern during the summer and ongoing this school year • MAP Community Survey was translated into Spanish and Mandarin • Summer intern reached out to multiple groups that serve refugees and immigrants • CHICLE partnership ongoing	Ongoing	• OCDOA added another bi-lingual – Spanish-speaking staff • Made stronger connection with El Centro Hispano during 2022-27 MAP development process	• Summer issue of EP added Mandarin characters for translated text for programs for Mandarin speakers • Bi-lingual OCDOA Staff attended the OC Latino Housing Fair
4.1.1c. Consultation is sought out from organizations like	OCDOA	• Arc of Orange – petals with a purpose • OCDOA have clear mask	Ongoing	Ongoing	Ongoing

29

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
North Carolina Assistive Technologies, North Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.		to help make lip reading easier • Continued partnership with DHHS SW and advocate for those with visual impairments			
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	• Petals with a Purpose • Parkinson's support group • Parkinson's pickleball group • Special cultural events such as the Mid-autumn Festival • Reached out to faith communities to spread the word about the MAP survey • Mid-Autumn Festival (Sep 22) • Legends of Motown & dinner event (Sep 30)	• Craft Fair for Mandarin Speakers (Oct 27) • A Veteran's Affair (Nov 10) • A Veteran's Day Breakfast (Nov 11) • Workout Fun for Mandarin Speakers (Nov 17) • Winter Soup Making for Mandarin Speakers (Dec 15) • Enrichment Life Group for Mandarin Speakers (Fridays 7 - 9 pm) •	• Holocaust Remembrance: Abe's Story Passmore hybrid (Jan 26) • Celebration of Dr. MLK Jr virtual (Jan 14) • Black History Month movie series, Just Mercy (Feb 2), Harriet (Feb 9), Hidden Figures (Feb 16), Red Trails (Feb 23) • Celebrating Black History Month co-sponsored by CH Parks and Rec: Freedom Riders Documentary at Seymour (Feb 4), Tyris Jones storytelling event Seymour Hybrid (Feb 4), Pline Mounseo Congolese drum performance Seymour Hybrid (Feb 11) • Chinese New Year Drive Through event, Seymour Parking Lot and Virtual Gala (Feb	• Cinco de Mayo Cooking Demo (May 5) • Kites for Spring, for Mandarin-Speakers (May 27) • Chinese Cinema t (May 11) • Chinese Calligraphy (May 13) • Dragon-Boat Festival Luck Dumpling (June 6) • Summer LGBTQ+ Dinner and a Movie Series (Jun 1 & 6, Aug 3) • Mah Jongg for Beginners (June 9-30) • Spirit of Harriet Tubman Juneteenth Celebration co-sponsored by NC Arts Council, OC Arts Commission, and Hillsborough Arts Council (Jun 15) • Rhythm of the Soul Juneteenth celebration drum

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
				5)	performance Seymour Hybrid (Jun 16) • Adultos Mayores Activos/Spanish Social Club weekly meetings (Thursdays, 9 am – 1 pm)
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	• Construction is complete! • Created more inviting outdoor spaces, especially in front, patio, and balcony areas (e.g., outside furniture). • Broken awning at Passmore replaced • Rearranged furniture in classrooms to accommodate physical distancing needs related to COVID			OCDOA Staff work to enhance outdoor meeting/gather spaces for more programming.
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA	• Senior Centers were expanded virtually (completed 1,200 virtual programs from start of COVID to May 2021) • Parking lot and patio events • Staff led walks • Curbside lunch and monthly food box programs ongoing		March 7, 2022 activities resume to pre-covid limits	Most all programs have resumed.
4.1.2c. More people participate at the senior centers.	OCDOA	• Participation varies based on needs during this time • In person participation is curbed due to COVID. Facilities are open in limited capacity		• We're Here for You! Campaign and survey to increase participation at Centers • You Are Our Sunshine	• Seymour Center adds Saturday and Evening hours (starting April 2) • Spring Celebration – We Are Here for You! at Passmore (May 14)

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		• More participation in virtual events • Lunch program numbers are greatly increased		Outreach Program (Mar1-31)	at Seymour (May 21)
Strategy 4.1.3: Create more opportunities for intergenerational programming.					
4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).	OCDOA	• Art IG program at Seymour • 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) • Hannah Ruth Foundation parking lot IG event (70) • Virtual IG programming events • Petals with a Purpose was IG • Al-Anon is IG	Halloween Carnival, Movie Night Under the Stars, and ABC/Yard Sales planned for Q2	• Ice cream social and Horton Hears a Who movie at Seymour Center (Mar 5) • Hillsborough Police K9 Unit (Mar 29)	• Innovative Market & Plant Sale (May 7) • Arts & Crafts with Grandfriends (May 14) • International Tea Day drive-thru event (May 21) • Prime Time Players presented plays in the community at the Hillsborough and Chapel Hill Courthouses
4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).		• Ongoing but some partnerships are on hold, such as the SportsPlex preschool program • Philosophy discussion group facilitated by UNC faculty • Theater performers coming to Senior Centers for events • IG SRT held Origami event. They are planning Halloween Carnival in Oct at Efland Cheeks Community Center		IG philosophy program with UNC Philosophy Dept at Seymour (Feb 8- Apr 28)	Arts and Crafts with Grandfriends co-sponsored by OCSO and IG SRT
4.1.3c. More young people are involved in		• Town of CH summer youth employment program			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
senior center programming.		extended. Summer intern is continuing through the school year. • SportPlex leadership program and staff brought son to volunteer at the Senior Centers and help with technology • Younger intern was helping in the Wellness Center • Younger volunteers helped with administrative tasks and at special events			
Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.					
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	• Ongoing process but haven't noticed increase • To increase awareness, created webpage and promoting in the Endless Possibilities Activity Guide and E-Newsletter (especially alongside programs with fees)		Continuing advertising financial assistance in e-newsletter	Additional Scholarships are being requested for the Fitness Center
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA	Ongoing as needed	Ongoing as needed	Ongoing as needed	Ongoing as needed
Strategy 4.1.5: Create a "Senior Center Without Walls" project for older adults who are unable to leave their homes but want to participate in senior center activities.					
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	Ongoing as needed	Ongoing as needed	Ongoing as needed	Ongoing as needed
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.					

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA	• OCDOA Staff have taken additional DEI training • Request to consider what trainings are available to Friend Board and others • County-wide movement and activities to increase DEI efforts in county and municipalities, GARE Team • 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.		All OCDOA MAP leaders and Workgroup members were trained in both the county's Government Alliance on Racial Equity (GARE) and the OC MAP Racial Equity campaign	
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA	• LGBTQ+ rainbow stickers and signs are posted at Senior Centers • OCDOA LGBTQ+ friendly logo for newsletter, activity guide, and website • Request to investigate sign designating Senior Centers as a Safe Spaces (e.g, does that include Safe Space Training?) • Dementia-friendly logos are posted at Centers and community businesses • Request to look into "Welcome" sign or banner in multiple languages outside or near front door			"Welcome" signs with the top 35+ languages in the Triangle area were added to the entrance walls of both Senior Centers.
5.1.1c. Clientele is surveyed to learn what languages would be	OCDOA	• Questions about language included in MAP survey • Last year, OCDOA			Staff working to update OCDOA brochures in Mandarin and Spanish

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
most important to include on signs and forms. Signs and forms are adjusted to reflect that data.		translated multiple forms into Mandarin and Spanish and posted online and put on front desk • Considering new refugee populations that may be moving to this area and how to include their languages (e.g., Pashto and Dari)			and other relevant languages as needed.
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	Ongoing	Ongoing	Ongoing	Ongoing
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	• Working to consider folks who have difficulty reading or hearing for a variety of reasons (low vision, literacy, etc.). For example, reading slides aloud and/or providing closed captioning/ASL • MAP Community Survey worked with multiple groups to overcome barriers. • Many people in the US have aphasia. Suggestions to look into new programs which use different parts of the brain like Singing for Aphasia.			• Solo Aging event with UNC Partnerships in Aging Program at Seymour (Apr 27) • NC Reading Service provides a monthly podcast of Dept on Aging Upcoming Events
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					
5.1.2a. Awareness about OCDOA services is increased and information is	OCDOA	• MAP intern connected with groups such as Refugee Community Partnership and Refugee Support		OCDOA staff attend the UNC Employee Benefits Fair and shared info about their (Mar 18)	OCDOA staff participated in several community outreach events:

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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).		Center who helped interpret the survey for ~20 older adults • OCDOA to research previous initiative and identify new contact • Contact with new employee at El Centro Hispano			• OC Latino Housing Fair (Apr 30) • UNC Wellness Center Sr Health & Fitness Fair (May 25) • El Centro Hispano Orgullo Latinx (Jun 11) • Spanish Social Club returns to the Seymour Center • Latinx Zumba resumed at Seymour Ctr.
5.1.2b. OCDOA staff work with these groups to find out what services and programming they are most interested in, and those services are provided.		Ongoing and working to renew relationships, especially as moving into next MAP		Connections have been renewed with El Centro Hispano and Refugee Support Center via the 2022-27 MAP process	
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Ongoing as possible	Ongoing as feasible	Aging Transitions Helpline offers Mandarin and Spanish language-specific phone numbers	Ongoing as feasible
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Ongoing		Chinese New Year Drive Thru Event and Virtual Gala (Feb 5) - 25	• Spanish Social club and Zumba resumed ~ 8/session • Cinco de Mayo-Cooking Demo (May 5) – 10 • Chinese Calligraphy for Mandarin Speakers (May 13) – 8

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
					• Dragon Boat Festival Lucky Dumpling (Jun 6) • Chinese Cinema for Mandarin Speakers (Jun27) • Chinese Choir - Thursdays, • Chinese Dance Club Thursdays – 20 • Chinese Enrichment group – Fridays - 10
Strategy 5.1.4: Improve accessibility within the senior centers.					
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.		OCDOA will review checklist at monthly meeting	Ongoing		
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		• Ongoing • DHHS SW meets with low vision support group and brings issues up as needed • Staff report issues that people bring up related to navigation, etc.	Ongoing	Ongoing	Ongoing
5.1.4d. Participants and family members are aware of what kind of equipment is	OCDOA	• Staff are aware. OT on staff • Ad in recent Endless Possibilities to make	Ongoing	Ongoing	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
available at the centers to improve accessibility, where it is located, and how to use it.		people aware of what is available for equipment "tune ups" • Also doing ads about DME loan program			
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations	Ongoing (cross listed with Transportation Workgroup)	Ongoing	Ongoing	Ongoing
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	• Some on hold because of COVID • Other smaller groups are continuing or forming in a socially distant way (e.g., Faith group)			• New men's bridge group formed at Seymour • Other groups are forming now that centers are fully opened (e.g., knitting groups, beginning Mah Jongg at Passmore)
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	• 2 by 2 visits at Senior Centers • Noticed that people are feeling more comfortable coming in to use center individually (e.g., read a book, work on their computer)			
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	• Noticed that people are socializing at events like curbside meals • People are reaching out and expressing desire to come back in previous capacity (e.g., play cards)			Centers are fully opened.

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		• 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)			Centers are fully opened.

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
Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.					
Strategy 6.1.1: Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA	• Started creating a database to match businesses and job searchers. Employment Specialist created a questionnaire and WG discussed and provided feedback on the process. • We continue searching for employment pathways to make sure we're aware of the 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 that have expanded HR needs.		Continued to develop questionnaire and held in depth discussions with workgroup	Will conduct survey among OC employers within next six months
6.1.1d. Interested older adults secure meaningful, fairly	Older Adult Employment Collaborative	We continue tracking and reporting of adults receiving offers and	Created and updated list of adults receiving job offers, starting their own	Developed list of OC residents 55+ years of age who received job	Contacted OC residents 55+ years of age and confirmed details

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).	business, or volunteering.	offers, started their own businesses / developed plans, or volunteered.	
Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.	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)	Will schedule in-person workshops and classes when regulations allow. In meantime continued virtual webinars and meetings	Continued monitoring to confirm when regulations allow. In meantime continued virtual webinars and meetings	Now that OC allows meetings, scheduled workshops to begin in July. Meantime, continued virtual hybrid webinars and meetings
6.1.2b. A group for older adults looking for alternative and entrepreneurial work is created and supported.		On hold due to pandemic	Still on hold.	Still on hold	Contacted via telephone, e-Newsletter to determine interest among OC residents 55+
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	Continued to identify other potential partners		Contacted Hillsborough Library to confirm interest and next steps
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	Employment Specialist collaborated on the following virtual events: • To Avoid Future Unemployment (TAFU) virtual meetings on July 8 & 15, Aug 5 & 19, Sept 2 & 16 • "Being Better than	Employment Specialist collaborated on the following virtual events: • To Avoid Future Unemployment (TAFU) virtual meetings on Oct 7 & 21, Nov 4 & 18, Dec 16 • "Being Better than	Employment Specialist collaborated on the following virtual events: • To Avoid Future Unemployment (TAFU) virtual meetings on Jan 6 & 29, Feb 3 & 17, Mar 3 & 17 • "Being Better than	Employment Specialist collaborated on the following virtual events: • To Avoid Future Unemployment (TAFU) virtual meetings: Apr 7, 21, May 5, 19, June 2 & 16 • AARP Seminars, May

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		Before" Webinar Series on Aug 18, 20, 25, & 27	Before" Webinar Series on Oct 27 & 29, Nov 3 & 5	Before" Webinar Series on Jan 26 & 28, Feb 4 & 5	19, 26
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 following virtual events: • Jobs Network of St. Thomas More on July 10 & 24, Aug 14 & 28, and Sept 11 & 25	Employment Specialist facilitated the following virtual events: • Jobs Network of St. Thomas More on Oct 9 & 23, Nov 6 & 20, & Dec 11	Employment Specialist facilitated the following virtual events: • Jobs Network of St. Thomas More on Jan 8 & 22, Feb 12 & 26, & Mar 12 & 26	Employment Specialist facilitated the following virtual events: • Jobs Network of St. Thomas More on Apr 9 & 23; May 14 & 21; Jun 11 & 25
Strategy 6.1.4: Create "Senior Internship" opportunities, whereby older adults obtain internships with possibility of future hire.					
6.1.4a. Research is conducted and recommendations are created about best practices for a "Senior Internship".	Older Adult Employment Collaborative	On hold during COVID-19 pandemic	• On hold due to pandemic. • Monitor and report any changes • Will consider beginning research this year.	On hold due to pandemic	Will conduct survey among OC employers within next six months
6.1.4b. "Senior internships" are created with partners in the county.		On hold during COVID-19 pandemic	On hold due to pandemic	On hold due to pandemic	On hold depending on interest from OC employers as noted in survey
Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.					
Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.					
6.2.1b. 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: • July – 49 (36 DOA contacts, 13 at additional events) • Aug – 94 (78 DOA contacts, 16 at additional events) • Sept – 65 (47 DOA contacts, 18 at additional events)	Employment Specialist helped mature job seekers: • Oct – 74 (58 DOA contacts, 26 at additional events) • Nov – 72 (53 DOA contacts, 19 at additional events) • Dec – 37 (28 DOA contacts, 9 at additional events)	Employment Specialist helped mature job seekers: • Jan – 52 (36 DOA contacts, 16 at additional events) • Feb – 47 (31 DOA contacts, 16 at additional events) • Mar – 49 (32 DOA contacts, 17 at additional events)	Employment Specialist helped mature job seekers: • Apr – 53 (38 DOA contacts, 20 at additional events) • May – 54 (24 DOA contacts, 30 at additional events) • Jun – 52 (31 DOA contacts, 21 at additional events)

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.	Older Adult Employment Collaborative, with support from Orange County Public Library	Requested approval for offer to provide Orange County Social Services 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.)	Awaiting approval, no decision expected until pandemic is over or at level allowing change in rules		• Contacted leadership at Durham Tech OC campus regarding dates and classroom availability. • Contacted OC Public Library / Hillsborough to confirm interest and dates for classes and workshops
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	See above	Collaborated with Durham Tech, NC Works, NCBA, and other OC entities		Contacted NCBA to confirm dates for virtual training sessions for their counselors
Objective 6.3: Promote the value of an experienced workforce to local employers.					
Strategy 6.3.1: Create awareness campaign designed to (1) promote older adults as productive, experienced, reliable, and entrepreneurial members that positively impact the labor force; (2) highlight employers that are successfully integrating older adult workers; and (3) provide information to Orange County employers to best serve an older adult workforce.					
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	• Campaign is not feasible this year, but will focus on alternative approach • 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	• On hold • Use input from OC employers to identify specifics or changes in job skill needs. Add or adjust training and workshops accordingly.		Will use input from Employee Referral program, as well as request Chambers of Commerce to survey members and provide us with input and guidance.

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		employers and job seekers			
Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.					
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.		• New tax credit is not feasible this year, but focusing on learning more about this area • Working on learning more about and compiling list of policies, tax credits, or other incentive mechanisms	On hold	On hold	On hold
6.3.2b. Members of the Older Adult Employment Collaborative promote new policies to provide tax credits with key stakeholders and decision makers.		Similar to above. Working on identifying appropriate leaders in this area	On hold	On hold	On hold

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
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.1: Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Physical Therapist from ElderFit Virtual Event Series: Falls prevention, Physical Activity (July 14), Stretching (Aug 11) • Local Pharmacist event series: reducing unnecessary medications, what to do after covid vaccine, common side effects • Fall Walks with OCDOA Wellness Coordinator launched for Sep-Nov • Pop up exercise classes in parking lot • UNC Health, Audiology Dep to provide hearing screenings and ear wax checks for free • Flu shots offered at both senior center locations this fall (Passmore- Oct 7, Seymour- Oct 14) • Speech Pathologist Voice event (Sept) • Piedmont Health	• Consumer Reports: Protect yourself from Medical Harm event (Oct 7), • Health Dept expanded COVID-19 Testing hours • Pre-Diabetes Risk Test 16-week class started Oct 15 • Joint event: Flu Shots with Walgreens and Nutritionist Chat with Health Dept (Oct 14, 21) • CPR and First Aid Certification Class (Dec) • EMS and UNC Home Health are both offering in home vaccines (and boosters now!) • OC Health Dept offering Diabetes Education Classes (Nov 11, 18 in Spanish, Dec 2, 9, Jan 13, 20). • Sit to be Fit (New class) starting Oct 19	• Women's Mind and Body Workshop (Jan 5) • "Are you Afraid to Fall?" event with UNC PT, Seymour (Jan 12) • Diabetes Education Classes hosted by OCHD (Jan 13, 20, Feb 10, 17) • Dental event with UNC dental health, hybrid event at Seymour (Feb 23) • CBD Event Passmore hybrid (Mar 14), Seymour hybrid (Mar 30) • Free N95 masks distributed by OCHD at OC library and IFC • Walks with Edie at Homestead Park and Riverwalk • Fitness Tracker at Passmore 101 (Mar 31) • "Fitness for everyone class" (Jan 13)	• CPR and First Aid Class (April 29) • Seymour Center Open House with wellness demonstrations (May 21) • COVID second booster and COVID testing available • Cholesterol and Glucose Screening at Passmore with OCHD (May 10) • Diabetes – Facts and Myths event, Seymour (May 11) • EMS continues to offer in home vaccines as needed (rates are low) • Communications department was talking with Health Department about a video related to boosters

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		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. • Health Dept offering daily COVID testing and vaccines. • MOW helping to spread testing and vaccine information, especially related to great partnership with Piedmont Health mobile services. Encouraging clients to get vaccinated.	• Work Out Fun, for Mandarin Speakers (Nov 17)		
7.1.1b. Participation in health and wellness programs is increased.					In person participation is increasing after the lifting of mask mandates and more larger programs
7.1.1c. More "baby boomers" attend OCDOA health and wellness programs.		"New to Medicare" class in July and Sept, "Medicare Scam" class in Aug,	• Medicare Myth Busters (Oct 18 & 20) • Medicare counselor appointments available starting Oct 5 • New to Medicare (Oct 14)	Welcome to Medicare virtual (Jan 18, Feb 16, Mar 16)	• Health care and Retirement event at Seymour (April 14) • Medicare 101 event at OC Public Library (June 29)
7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update	OCDOA, with support from DEAPR, UNC Health Care, Towns of	Fitness classes started gradually resuming in July with limited spaces available and masks required.			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
technology.	Carrboro, 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	Senior Center Membership and new $50 initiation fee is waiver was promoted in e-newsletters			Senior games
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					
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)	• OCODA Caregiver (Hillsborough and Chapel Hill) groups and Grief Support groups – meeting in person and virtually to accommodate different preferences and needs • OCDOA and DSS LCSW services available	• Chapel Hill Parkinson's Support group (2 events on Oct 5) • Duke Caregiver Community Event (Oct 26) • Support groups for caregivers and those bereaved continue to enroll new attendees	Caregiver support groups (March 1, 10, 11, 15, 24, 25)	• Grief Support groups (May 11, June 8) • Caregiver support groups (April 8, 14, 19, May 12, 13, 17, June 7, 9, 10, 21, 23, 24) • Updating local support group flyer to share with caregivers of partner offerings
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	No updates at this time. Completed.			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	No updates at this time			Working with Alliance Health to restart trainings
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	• Self-Care event with Mental Wellness SRT (July 22) • The Importance of Sleep and our Health Event hosted by Project EngAGE Mental Wellness SRT (Sep 22) • TED Talk at Seymour: This could be why you're depressed or anxious (July 12)	Aging and Anxiety event (Dec 13)		• Mental Health Resources event at Seymour (April 5) • Intro to Hoarding Disorder virtual event (May 11) – Nearly 50 attendees from across community partners • Retirement and Mental Wellness event (May) • Hosted Retirement and Mental Wellness event (May), recorded and available via OCDOA YouTube • The Positive Impact of Resilience • ABC's of Dementia • Memory, Forgetfulness, and Aging
Objective 7.2: Expand services to help older adults age in their homes and communities.					
Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	• DOA OT is continuing to help with distributing and setting up durable medical equipment (DME) • Piedmont Health Plus-continuing pilot project	• Almost at full staff capacity; 2 MSW level interns to respond to and address community needs through home-based, office, virtual, and	DOA providing free incontinence supplies and liquid nutrition	• DOA providing free incontinence supplies and liquid nutrition • DME program has been very active this spring. • Large medical

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		of more intensive case management for high needs community members • 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. Shared check list with WG.	telephone-based appointments • Local Lowe's program launched related to home repairs • Senior Drivers Safety Awareness Week event, Zoom Q&A around driving safety and alternatives to driving (Dec) • WG discussed relaunching CarFit in early June, has been on hold due to Covid • WG discussed hoarding and home cleaning issues (MOW and DOA have seen an increased need). – Helping Hand has charitable arm, OCDOA is compiling list of community recommended handy people and may be able to do something similar for cleaners. • DOA providing free incontinence supplies and liquid nutrition		equipment program was on hold but restarting soon. • Received grant to help purchase BP cuffs, scales, and pulse oximeters for people to monitor themselves at home
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	EMS Stay up and active is on pause, but they are using home visits for vaccines as an opportunity to refer for other needs			EMS hired new community paramedic, hoping to revamp Stay Up and Active Program soon

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
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	• Remembering when on paus but other safety events took place. • 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)			
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	• OCDOA OT continuing Home Visits to complete safety assessments • OCDOA OT holding monthly virtual Home Safety Chats: Medical alert systems (July 13), Ramps (Aug 10)	EMS hired new community paramedic, hoping to revamp Stay Up and Active Program soon		
Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.					
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.	OCDOA / VC55+	No updates at this time	Working on health navigator program pilot (see 7.5.1c)		Brining the health navigator program forward into next MAP
7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check				Officially launched a pilot for mail management program in Jan. Have seen an increased number of older adults overwhelmed with mail/bills	Currently recruiting volunteers for the pilot program. Will start advertising and matching to needs once there are enough volunteers.

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
writing, bookkeeping, etc.).					
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	• OC Sherriff's Office nominated Hand Helpers for RISE grant ($7,500) to help buy building materials: https://riseawards.us.launchpad6.com/risecommunityawards/entry/150 • 8 ramps completed this quarter			• Still referring folks to OCHPC, process and portal has been streamlined • For the entire MAP year we have completed 321 projects • This current year we completed 75 projects (ramps, deck rebuilds, grab bars, railings, step rebuilds)
Objective 7.3: Improve collaboration between medical providers and OCDOA.					
Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.					
7.3.1a. At least one collaborative project is created between the OCDOA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.	OCDOA/AT and UNC Health Care (Senior Alliance)		• UNC Health is focusing on NC CARES 360. Working to improve software. State is aware that it takes considerable investment from community to use and that health systems must also use it for it to be successful. • UNC focused on increasing screening for social determinants of health. Recently launched MyChart questionnaire to screen pts before they arrive in office. 4 Questions: transportation,		• OCDOA recently went through retraining for NC CARES 360. Summer students will be adding services to database • UNC Health doing a focused pilot program with MOW to exchange referrals and training • UNC shared their social determinants of health screening questions with the OCDOA for the AT team to use • UNC Audiology at the Seymour Center – Hearing and Communication

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
			housing, food insecurity, financial strain. Community health workers team providing resources for these folks. Refer people to OCDOA all the time.		• How to Prepare Yourself for Surgery – Dr. Ellen Flanagan, UNC
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.		•	•	•	• PACE continuing to manage limited center attendance but enrolling more people than last year. • Piedmont Health decided not to move forward with CMS direct care contracting pilot program
Objective 7.4: Address the problem of food insecurity among older adults.					
Strategy 7.4.1: Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.					
7.4.1a. More volunteers are recruited and trained to assist with meal preparation and/or meal delivery.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	• 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. • UNC students are helping MOW with research and outreach regarding different models of medically tailored meals, cultural meals. • Town of CH sharing services in newsletter. Weekly food distributions on Wed	• Sheriff's Office continuing to partner with DOA on monthly food box distribution. New partnership with Food Lion to provide additional "meals to go" boxes with monthly boxes • SALT (seniors and law enforcement together) Christmas Eve program at Mt Caramel Church in CH, and working with Shephard's Table program to provide and deliver ~40		• MOW in partnership with OCSO delivered hot dogs in Northern OC in a renewed partnership with OCSO to continue one Wed every other month (previous partnership through OCRA). On the OCSO weeks, this increases to 3 visits/week. Will increase hot meals as volunteers increase • MOW is continuing other programs including shelf-stable deliveries (through

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		9am at Eubanks Park and Ride. Distributing masks at events quarterly or can contact individually. • Promoting need for meal delivery volunteers in e-newsletters	Christmas Dinners • MOW also working with Shephard's Table, 240 meals to deliver for Christmas. MOW has been transitioning to new model where they provide hot meals on holidays like Thanksgiving and Christmas • MOW started emergency box program (shelf-stable food pantry and some basic household supplies as requested). Thought this would diminish as Covid calmed down but are seeing an increase. This has been supported through volunteer donations. Working to sustain and integrate into permanent MOW model. – Can refer these people to DOA food box program for additional support. • MOW working with UNC students related expanding services for medically tailored meals and culturally appropriate meals • Town of CH continuing Wed food distribution		community donations) – 20 bags/week • MOW recently applied to grant to help fund weekend meals (dropped off during covid) • MOW has noticed an increased need over the last two years, will send volunteer flyer to OCDOA to help with recruitment • OCDOA continues to receive OCSO support for food box program. Enrollment numbers have increased over the last two months, but they're still able to accept new applicants. • Town of CH continuing to offer food distribution on Wed at Eubanks Park & Ride lot • DSS continuing to offer food distributions out of Orange Works on Wed • OCPT buses are not bringing people to the Senior Centers related to a general cuts because of bus and driver shortages. Funding issues have been resolved through June 30th.

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
			(10-noon) and face masks		
7.4.1b Collaboration between county agencies to create a uniform meal intake application	OCDOA, DSS, CHCMOW, OCRA, OCIM	No updates at this time	No update at this time; continue to use uniform application pilot		
7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to increase coordination.	Chapel Hill-Carrboro Meals on Wheels (MOW), OCIM, Orange County Rural Alliance (OCRA), OCDOA	see 7.4.1a and 7.4.3a.	See above		List of distributions: https://www.townofchapelhill.org/home/showdocument?id=45714
Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.					
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA/ Advisory Board	Board has paused, revisit later			
Strategy 7.4.3: Increase awareness of food services for older adults.					
7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.	OCDOA, DSS IFC OCIM, OCRA	• OCDOA continuing weekly curbside meals and monthly commodity food box program (partnering with Sheriff, CH PD and Hills PD), around 285-288 active people • Sheriff's Office partnering with	See above	See above	See above

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		OCDOA and Rogers Road (425 families) to help with Food Distribution. Local grocery stores are donating food to help during the holidays.			
Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.					
Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.					
7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.				DOA health navigator program pilot launching in March/April. Have seen an increased need for older adults to have help at appts (take notes, ask questions). UNC Health can help spread word.	This objective has been restructured and carried over in the next MAP
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.					
Strategy 7.6.1: Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.					
7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Death Cafes in Hillsborough and Mebane offered monthly. Leaders to share write up in Endless Possibilities newsletter.		Death cafés are ongoing usually 3rd or 4th Wed every month	• Death Café meeting in person in May for the first time at La Fiesta restaurant in Mebane (May 25) • People can always find out about Death Café Mebane by going to deathcafe.com and searching for meeting closest to their location. • Death Expo is Sat, Oct 15 on the campus of

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
					Elon University, free-https://www.funeralsnc.org/deathexpo/, will send press release to WG to help share, sponsored by Funeral Consumers Alliance North Carolina
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				No specific events in April
7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC		EOL SRT held Advanced Directives event (Nov 9)	• EOL SRT Hospice virtual event (Jan 26) • EOL SRT 12 Funeral Myths virtual event (Feb 9) • EOL SRT Advanced Directives Made Easy event (March 10)	• EOL SRT Conversation Project Workshop (April 21) – not as well attended, working on how to improve reach to community • EOL SRT Five Wishes event (May 11)
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	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)			

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.					
7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	No updates at this time			• This was carried over to the 2022-2027 MAP • We know that UNC continued to offer training to their staff to ensure ACD were discussed with patient
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			
Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.					
7.6.3b. Legislation is supported to increase choice at end of life.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro	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
	and Hillsborough, Orange County Health Department				
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	Bluestem Conservation Cemetery. Presentation at WG mtg. 87 acres in north OC. Other green options are available in Triangle, but this is the first conservation option (nature preserve), currently only 12 of these in the nation. Expecting to open in Spring 2022. https://www.bluestemce metery.org/		• Bluestem Conservation Cemetery virtual event (April 12), well attended ~80 people registered • All plots at old Carrboro cemetery have been sold (allow green burial)
Objective 6.4: Expand enriching volunteer opportunities for older adults.					
Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA / VC55+	• 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 • Volunteer Drivers – was on pause, but has	DOA Volunteer enrollment continues to trend up		• Over the summer, Teens helping Seniors with Tech program. Will have tables set up on 3 dates at Passmore and running Wed at Seymour • IG SRT working to get seniors back in schools. New connection with CH schools volunteer who is developing a program. Working on something similar in OC schools • Mail management

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		opened back up and there is a demand for services • 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 • UNC Hospital also looking for volunteers			program launched and working on building up volunteer base before making matches • OC Arts Commission summer camp program would love seniors to help, working on matching volunteers for them as well • Crafts with grand-friends - IG event, artist hosting a craft workshop New partnership with UNC pre-health students that need to have a certain number of volunteer hours
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	Twice a year survey administered			
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	• Ongoing as needed • Using e-newsletter to share COVID volunteer opportunities			
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	• Project EngAGE classes on pause but SRTs remain active. • Inter-generational SRT partnered with Sheriff's Office to hold Back to School Bash (Aug 21), over 100			• SRTs continue developing programs and projects. • This past year Project EngAGE graduates completed 18 events focusing on educational support

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
		participants, gave out 36 bookbags with supplies, and partnered with SWs at schools to give out more bags to students in need • 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)			and resources for End of Life, Mental Wellness, LGBTQ+, and social engagement
Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.					
6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy Helpers, Volunteer Drivers, Friend to Friend, SALT).	OCDOA / VC55+	New VC55+ coordinator hired.	Ongoing	Ongoing	Ongoing
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+	Telephone Reassurance and Friend to Friend are ongoing	Ongoing	Ongoing	Ongoing

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.					
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.	OCDOA	• 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) • Memory Café: Aug 3 9, 17, Sep 7, 13, 24, 24, 29	• OCDOA OT hosting Dementia Chats: What is Dementia (Oct 5), Younger Onset (Oct 19), Holidays (Nov 16) • Dementia Basics Series: Brain Health (Oct 7), Types and Stages (Oct 14), Communication (Oct 21), Preparing (Oct 28) • Memory Café: Oct 1, 5, Nov 2, 8, 17	• Memory Café: Feb 10, April 1, Mar 14 • Dementia Chats: Important Documents (Jan 4), Self-Awareness (Jan 18), Levels of Care (Feb 1), MCI (Feb 15). Ways to Care for Your Brain (Mar 1), Meaningful Activities (Mar 15)	• OCDOA OT hosting Dementia Chats: Sundowning (April 5), Know the 10 Signs (April 19), Incontinence (May 3), Slow Down (May 17) • Dementia at Dusk, Seymour (May 5) and Passmore (May 19), with Creative Care Collaborative and Soltys Place • Memory Cafés (April 5, 11, May 3, 9, 23) • Brain Health Academy Passmore Hybrid seven-week program (March-April) topics included nutrition and managing transition through mindfulness, 5th time offering this program, average attendance was ~15-20 people • Engagement Party for Alzheimer's and Dementia Awareness (June 21) • World Elder Abuse Awareness day activities (June 15) • Ask the Expert event focused on dementia at Sharp May meeting

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
5.1.3c. 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 https://health.gov/our-work/national-health-initiatives/healthy-aging/healthy-aging-symposium Over 3000 attendees			
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	Caregiver series: Share DSS resources (July), Veterans Program (Aug 16), First Aid (Sep 20)	• Caregiver Self-care (Nov 2) • Caregiver Day of Care (Nov 15) • Caregiver 101, Nov 15 • Continue to see new attendees through support groups, Helpline calls	• Caregiver Respite art lesson (Jan 8, 12, March 23, 26) • Caregiver series: Choosing LTC (Jan 24), Different Levels of Care (Feb 23), Transportation (Mar 21)	Caregiver series: Respite (April 18), Incontinence (May 16)
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	• Living Alone with Dementia even (Sep 7) • Life Track, free tracking bracelet for people with cognitive impairment at risk of wandering (46 people in program)	• Wrap around services from OT, SW and transportation to provide case assistance to connect w/ resources • Life Track, increased to 60 enrolled, recent story of GPS being used to help find someone walking on highway ~3miles from home. Have supply on hand for emergency situations and expecting about $3k		• Most of OCDOA AT team now MOCA certified. Hosing memory screening days at both Senior Centers (June 9) • We're Here for You! OCDOA awareness campaign visiting Senior Housing locations

Indicator	Lead Agency	Q1: Jul – Sep 2021 Activities	Q2: Oct – Dec 2021 Activities	Q3: Jan – Mar 2022 Activities	Q4: Apr – Jun 2022 Activities
			from Alzheimer's Association grant to continue expanding program. Soltys can help spread word about this program.		
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.					
Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.					
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	VC55+	• OCDOA promoted SHARP LTC direct caregiver nominations/awards • Project EngAGE members are on SHARP award selection committee			• Community Advisory Committee and other groups still not allowed in facilities, held meeting with Ombudsperson to discuss • This objective has been prioritized in the next MAP

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
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.					
Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.					
8.1.1a. Comprehensive list of liaisons is created and maintained.		Ongoing and communications intern staying on to create master liaison list	• Employment Specialist monitored and collaborated with Hispanic and other agencies • Ongoing • Intern is no longer available for project	Newly formed 2022-27 Communication and Information workgroup agreed that the liaison list project will be addressed in the 2022-27 MAP and will fall under the Orange County Community Relations (OCCR) department.	• Employment Specialist identified additional Hispanic agencies and other cultural organizations • Continued to 2022-2027 MAP
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)	Ongoing	Ongoing	OCDOA Upcoming Events monthly e-newsletter is now recorded and posted on the NC Reading Service (see Orange County Department on Aging under the NCRS Podcast List, Newsletter column).
8.1.1c. Information is distributed at least quarterly to designated liaisons.		Ongoing	Ongoing	New liaison, NC Reader Service for the Blind. Reading, recording, and posting OCDOA Upcoming Events e-newsletter each month.	Ongoing and see also 8.1.1b.

8.1.1d. Liaisons are created with non-English organizations.	OCDOA, El Centro NC	No new organizations	No new organizations	Strengthened relationship with El Centro Hispano, now a member of the OCDOA MAP-Communications workgroup. Sharing ideas and information	No new organizations
8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries	Continue to share information and respond to neighborhood group comments and inquiries	Ongoing	Ongoing
Strategy 8.1.2: Make OCDOA communications available in a variety of languages.					
8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.	OCDOA, Orange County Government – Community Relations	Ongoing	Ongoing	Ongoing	Ongoing
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					

| 8.1.3a. Print versions of the Senior Times are in larger print and with less information. | OCDOA | • New and improved Endless Possibilities (EP) launched Aug. 6.
• Larger print, user friendly.
• EP submission, scheduler and editor software created and training complete.
• Software used for Fall 2021 EP and future issues.
• EP Style Guide created.
• EP Instruction Manual created for programmers, schedulers and editors.
• New EP advertised
• Post EP launch survey created/disseminated
• Receiving positive feedback on new Endless Possibilities format | • Revisions made to new EP publication layout to further enhance user experience and readability.
• New OCDOA staff trained on EP program submission software.
• EP Community Survey promoted on social media and in EP. | • Explored and met with Vermont Systems, Inc., (RecTrac/WebTrac software) to purchase and use VSI Brochure Module to create detailed program reports quarterly to aid with the production of the new EP. (OCDOA & OCIT).
• Maintained new EP submission software and assisted new program submitters in learning the software. | Working with OCIT and Vermont Systems, Inc. (VSI) to customize OCDOA RecTrac program reports for use in the Endless Possibilities activity guide and other applications. |

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.		• 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. • On website, there is a calendar format for the week that someone might be able to use reading software for. • New EP designed with low-vision and cognitive impairment in mind (larger print, more white space, less text, greater contrast, and simplified organization).	Not addressed	Not addressed	See 8.1.1b
8.1.3c. Drop off locations are expanded.		New **EP Pick Up Location** webpage created and updated with all drop off locations			
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	• Total page view: 14,117 • Top five pages: Aging: 3739; Senior Center Programs: 1681; Activity Calendars: 891; Aging Transitions Services: 383; and Endless Possibilities/Resource Guide/E-News: 364	• Total page views: 14,397 • Top five pages: Aging: 3,917; Senior Center Programs: 1,605; Activity Calendars: 1,139; Medicare Assistance: 761; Endless Possibilities/Resource Guide/E-News: 465	• Total page views: 2,780 • Top five pages: Aging: 736; Senior Center Programs: 301; Activity Calendars: 222; Tax Assistance: 208; Endless Possibilities/Resource Guide/E-News: 87	• Piwik analytic tool discontinued April 2022. Web hits report unavailable currently.

8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	• Facebook: Total page likes (659); up 4.44% from last quarter • YouTube Channel Lifetime to date: Views=1628; Watch Time (hours)=161.6; Subscribers=69 • Added information about Social Media and YouTube Channel in EP	• Intern no longer assisting with Facebook posts. • Facebook (Meta) no longer uses "Likes." New baseline beginning Oct 1-Dec 31, Reach: 948, Followers: 795 • YouTube Channel Qtr Report: Oct-Dec, 2022 - Views=369; Watch Time (hours)=29.3; Subscribers=+6	• Facebook: Reach:1737 Followers: 809 • YouTube Channel: Lifetime to date: 2.6k, Qtr Report: Jan-Mar 2022, Views=421; Watch Time (hours)=34.7; Subscribers= +10	• Facebook Reach: 4764, Follower: 819 • YouTube Channel: Lifetime to date: 2.6k, Qtr Report: Apr 1-May 12, 2022, Views:139; Watch Time (hours):12.8; Subscribers: +3 = 92 Total Subscribers
8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	• Endless Possibilities: 3501 subscribers • Community News for Caregivers: 698 subscribers	• Endless Possibilities: 3321 subscribers • Community News for Caregivers: 698 subscribers	• Endless Possibilities: 3348 subscribers • Community News for Caregivers: 701 subscribers	• Endless Possibilities: 3355 subscribers • Community News for Caregivers: 700 subscribers

| 8.1.4d. New methods established to keep up with technological advances. | OCDOA, OC IT, OC Community Relations | • Completed project with OCIT to streamline Resource Guide business listing submission and database update
• Completed project with OCIT and OCDOA RecTrac staff to streamline and automate monthly activity calendar reports and web posts
• Ongoing project with OCIT to streamline and automate daily activity calendar reports and posts to website and ScreenCloud
• Completed ScreenCloud upgrade training
• With OCIT and OCDOA EP editor & intern, created new, unique software for EP program/article submission, scheduling, editing and reports
• Webmaster received Piwik access and training
• Completed Piwik segment and report setup of all OCDOA webpages enabling webmaster to run web "hits" report to track website performance
• CivicPlus online forms platform used to create | • Slowly updating Resource Guide (RG).
• Database and auto-verification software training ongoing. Utilizing the software has highlighted some glitches which are fixed as discovered.
• OCDOA Daily Activity Calendar automation process ongoing to streamline/create reports, web posts and ScreenCloud slides
• Monthly Activity Calendar process streamlined.
• RecTrac users to be train on producing monthly & daily reports, saving to folder linked to County server & website, and exporting to ScreenCloud
• Meetings scheduled with Kathy Zophi (IT) and Melissa Blackburn (County graphic designer) to plan training for RecTrac users on activity calendar process. | • Daily/Monthly Activity Calendar instruction guide completed.
• Daily/Monthly Activity Calendar training planned with County graphic designer, OCIT, and RecTrac scheduler.
• Daily/Monthly Activity Calendar training held on Mar 4, 2022 with RecTrac schedulers, front desk staff and backups.
• March 2022, Automated Monthly Activity Calendar launched and posts on website.
• March 2022, Daily Activity Calendar now posted on website and ScreenCloud for Passmore Center.
• Additional training planned for Seymour Center Daily Activity Calendar lead.
• Resource Guide volunteer trained and completed calls to all listing agency non-responses. Next auto-verification emails to go out in May 2022 | • 2 Daily Activity Calendar report/posting trainings held with Seymour Evening/Weekend Front Desk staff (4/20/22 & 5/4/22)
• Worked with OCIT to refine RecTrac Daily Activity Calendar report conversion Excel product. |

		online Senior Center participant registration and evaluation forms			
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	Intern no longer assigned/available for this task	Planning meeting scheduled for May 11 with Sr. Ctrs. Administrator to discuss "How Did You Hear About Us" data collection	Updated Senior Center Registration Forms to include "How Did You Hear About Us."
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					
8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.	OCDOA, OC – Community Relations	• MAP accomplishments published in AARP NC newsletter • WCHL & WHUP on-air interviews promoting OCDOA & MAP • Multi news releases in local newspapers, social media and radio promoting programs & services	Multi news releases in local newspapers, social media and radio promoting programs & services	Multi news releases in local newspapers, social media and radio promoting programs & services	Multi news releases in local newspapers, social media and radio promoting programs & services

8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Registered OCDOA to table at the upcoming (Oct) Duke Virtual Caregiver Community Event • OCDOA OT working with Duke Caregiver event to create a "home safety" demonstration booth • In person events are largely on hold, but there are some informational virtual events • OCDOA has a table at National Night Out in Chapel Hill • Asked to speak at National Healthy Aging Conference about Dementia-friendly business program	No resource fairs during this quarter	• Attended the UNC Wellness & Appreciation Fair: 3/18/22 (25 contacts) • Registered for 4 upcoming events: Earth Evening 4/29; Fair Housing Latino Resources 4/30; National Night Out 8/2; Duke Caregiver Community Event 10/27-10/28	• Attended Orange County DEAPR Earth Evening event 4/29/22. • Provided hands-on intergenerational activity (10 participants) • Attended Fair Housing Latino Resources event 4/30/22 (20 contacts).
8.1.5c. Information "Toolkits" are created that volunteers can use to share OCDOA program and service information with others.		• Have Welcome Kit • Converted to two-sided flyers rather than brochures since information is changing so quickly. • Passing these out at in person and virtual events	Welcome/Info Program Flyers were shared with the community through programs, presentations, and social media	• Welcome Packet work will carry forward in 2022-27 MAP. Part-time communication assistant will update English "Welcome" information and work to get Spanish & Mandarin translations in prep for creating packets.	Ongoing
8.1.5d. The number of Project EngAGE graduates is increased each year.		64 graduates thus far	On hold	On hold	On hold

8.1.5e. People report they are hearing about events/programming through these sources when they register.		See above	See 8.1.4e	See 8.1.4e	See 8.1.4e
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					
8.1.6a. Community groups, organizations, and key liaisons are identified.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• OCDOA Transportation Specialist continues to attend monthly/ quarterly meetings at CHT, OCPT, and UNC's transportation office • OCDOA Transportation Specialist met with Complete Streets / GIS Specialist (Town of Chapel Hill, NC), and attended Town of CH Road to Zero (pedestrian safety) Task Force meeting • See 8.1.1b; 8.1.5b	• Updates are consistently given during OCHPC meetings regarding events and services among providers. • OCDOA Transportation Specialist continues to attend monthly/ quarterly meetings at CHT, OCPT, and UNC's transportation office • See 8.1.1b; 8.1.5b	• Transportation Specialist continues to attend meetings with CHT, OCPT, and UNC's transportation office • See 8.1.1b; 8.1.5b	• Employment Specialist completed list of Churches and key staff • Transportation Specialist continues to attend meetings with CHT, OCPT, and UNC's transportation office • See 8.1.1b; 8.1.5b

Communication and Information   Year 5: 2021/22

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	• Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter • PiAP website continues to be a source of cross-referencing housing related events • See 8.1.1b	• Employment Specialist promoted virtual webinars with additional partners, outlets (media, Durham Tech, others) • Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter • See 8.1.1b	• Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter • See 8.1.1b	• Employment Specialist requested help in publicizing OC DOA events from Chambers of Commerce, cultural and faith-based organizations • Partnerships in Aging Program publicized Solo Aging event. • Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter • See 8.1.1b
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		• Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs	• Ongoing • Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs	• Ongoing • Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs	• Ongoing • Continue to advertise Transit related events at Senior Centers through Senior Times, Flyers, Newsletters, and listservs
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center	• Ongoing through Endless Possibilities bi-weekly e-newsletter • Posted as available and space allows	• Ongoing through Endless Possibilities bi-weekly e-newsletter • Posted as available and space allows	• Ongoing through Endless Possibilities bi-weekly e-newsletter • Posted as available and space allows	• Ongoing through Endless Possibilities bi-weekly e-newsletter • Posted as available and space allows

8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant	No longer relevant	No longer relevant	No longer relevant
Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.		See 8.1.4e	See 8.1.4e	See 8.1.4e	See 8.1.4e