ORANGE COUNTY MASTER AGING PLAN

| 2022-2023 | MAP Implementation Matrix: Year 1 |

Workgroups:
  Outdoor Spaces and Buildings
  Transportation
  Housing
  Social Participation and Inclusion
  Employment
  Community Support and Health Services
  Communication and Information

Orange County Master Aging Plan Implementation Matrix: Year 1: 2022/23

Outdoor Spaces & Buildings Workgroup

Objective 1.1: Increase engagement of older adults, emphasizing racially diverse communities, in the planning and utilization of outdoor spaces and buildings in Orange County (OC).

Objective 1.2: Improve equitable access, availability, convenience, and use of outdoor spaces and buildings by everyone.

Transportation Workgroup

Objective 2.1: Increase access to transportation information and travel training.

Objective 2.2: Expand availability and improve transportation options for older adults.

Objective 2.3: Improve collaboration among transportation and human service providers to overcome barriers to mobility.

Housing Workgroup

Objective 3.1: Expand the development of a wide array of housing models that advance racial equity, livable design, and social connections for older adults.

Objective 3.2: Increase the number and types of affordable housing options, for rent or ownership, suitable for older adults.

Objective 3.3: Improve the preservation and quality of homes for older adults through repair and modifications.

Social Participation, Respect, and Inclusion Workgroup

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

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

Employment Workgroup

Objective 6.1. Match Job Seekers 55+ with appropriate employment opportunities for all qualified Orange County residents including an emphasis on racially diverse communities.

Objective 6.2. Expand opportunities for older adults to gain job-seeking guidance and job skills to secure living-wage employment, including traditional, alternative, and entrepreneurial options.

Objective 6.3. Advocate for broad diversity, equity, and inclusion (DEI), especially regarding age and race, with local employers and business organizations.

Community Support & Health Services Workgroup

Objective 7.1: Develop supports and resources to promote mental/ behavioral health.

Objective 7.2: Expand enriching volunteer opportunities for older adults.

Objective 7.3: Coordinate local efforts to enhance affordable health care support.
Objective 7.4: Expand services to help older adults age in community.
Objective 7.5: Expand accessibility of available health and wellness resources.
Objective 7.6: Increase access to services to combat food insecurity.
Objective 7.7: Support planning for and fulfillment of individual goals in all stages at the end of life.

Communication and Information Workgroup

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

Outdoor Spaces and Buildings Workgroup – Year 1 Priorities

Goal 1: Optimize the usability of outdoor spaces and buildings for older adults.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 1.1: Increase engagement of older adults, emphasizing racially diverse communities, in the planning and utilization of outdoor spaces and buildings in Orange County (OC).					
Strategy 1.1.1: Encourage advocacy efforts by including older adults relative to the planning and use of public outdoor spaces and buildings.					
1.1.1a. At least one dedicated space for an older adult age 55+ (or representative of older adults) is on every county and town Advisory Board that has input on outdoor spaces and buildings.	OCDOA, OC Department of Environment, Agriculture, Parks, and Recreation (DEAPR), Board of County Commissioners (BOCC), Town of Chapel Hill (CH), Town of Carrboro (CARR), Town of Hillsborough (HILLS), Town of Mebane	• Conversations to start with the towns and county this year.	•		
1.1.1b. Other non-municipal and non-profit trail owners/groups are invited to join the MAP Outdoor Spaces workgroup.	OCDOA	Committee requested a list of agency and contacts who have been contacted: Eno River Assoc.; Triangle Land Conservancy; Mebane Planning; Bridge 2 Sports;			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
1.1.1c. Older adults are educated on how to access information about participating in local government planning and are encouraged to contribute to meetings/ hearings about outdoor spaces and buildings.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane, OC Library	Committee recommends Organizing workshops for older adults to learn how to join local government planning meetings regarding outdoor spaces and buildings, particularly budget meetings and sign-up to speak.			
1.1.1d. Interactive strategies are developed to solicit input from older adults, with emphasis on racially diverse community members, regarding parks, outdoor spaces, and community development needs.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane	• OCDoA staff will reach out to the group for input on ways to develop strategies • Hills. working on strategies to be shared at future meetings via a pilot program. OCDoA – has provided outreach to underserved communities.			
Objective 1.2: Improve equitable access, availability, convenience, and use of outdoor spaces and buildings by everyone.					
Strategy 1.2.1: Increase accessibility, diversity, and safety to encourage inclusiveness in public outdoor spaces and buildings by older adults of all abilities.					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
1.2.1a. Older adults' use of outdoor spaces is encouraged through multi-cultural special events and educational programs organized by and/or for older adults.	OCDOA, OC DEAPR, CH Parks & Recreation, CARR Parks & Recreation, nonprofit associations (e.g., Eno River Association, Triangle Land Conservancy)	•			
1.2.1b. A different park is highlighted quarterly, on the OCDOA website and in the Endless Possibilities Activity Guide, with the encouragement of participation by everyone.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS	• OCDoA Quarterly publication highlighting different parks and link to OC Park locator Map • Outdoor spaces and Adventures for CH & CARR Parks & Rec programs advertised in Endless Possibilities • Add to website for OCDoA & working on translation options			
1.2.1c. Community members are assisted by Senior Center staff in using interactive parks, greenways, and trails locator maps using short video tutorials	OCDOA	• Training for/by OCDoA staff with assistance from OC DEAPR staff.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
1.2.1d. Trail intersections in need of signs/trail markers are identified by older adults and community members, and identified locations are shared with Responsible Agencies and other non-municipal and non-profit trail owners.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane	• HOLD for Yr 1. • Seek input from older adults/low vision participants when signage is created.			
1.2.1e. Community members are educated on how to advocate and fund additional equipment (e.g., benches, bathrooms) in public spaces.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane	• OCDoA serve as advocate to triage requests and send to correct agency. Refer to 1.1.1c			
1.2.1f. The inclusion of universal design principles is promoted as standards in the development review processes of each jurisdiction.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane	HOLD for Yr 1. • Education for public, advocate, and regulate…			
Strategy 1.2.2: Increase the availability of small-scale outdoor areas that promote wellness and community engagement with an emphasis on racially diverse communities and gathering spaces at the OC Senior Centers					
1.2.2a. Outdoor areas (e.g., activity stations, stationary games, adult playgrounds) are added to the Senior Centers.	OCDOA, Town of CH, Town of HILLS	HOLD for Yr 1. • Think about projects during year one/ meet with the public for input; possible proposal in year 2 CIP.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
1.2.2b. Outdoor areas at the Senior Centers are made more comfortable for increased usability in different seasons (e.g., add outdoor heaters, shaded spaces, fans, misting fans).	OCDOA	• Further investigation is needed and funding made available			
1.2.2c. At least one bus stop in each town is converted into a wellness stop.	OCDOA, Town of CH, Town of CARR, Town of HILLS	• Have 3 more signs for Hills. Need to reachout to Town of CH/Carr…CH Transit.			
1.2.2d. Volunteer opportunities are inclusive and inviting to all adults age 55+ who enjoy working in community gardens (e.g., vegetable gardens, flower gardens, pollinator gardens).	OCDOA, Town of HILLS	• Hills. has an "invasive species plant removal" group meets weekly. & Hills. Pollinator garden workgroup News release on Town website. • OCDoA have garden groups at the centers for anyone wanting to participate			
1.2.2e. Existing outdoor spaces within OC are identified and promoted that can be used as quiet meditation spaces for caregivers.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane	• Committee agreed to Investigate locations throughout OC over the next year: -Brumley Forrest, -Little River Park, -Gold Park, -Eno River Park, etc.			

Transportation Workgroup – Year 1 Priorities

Goal 2: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 2.1: Increase access to transportation information and travel training.					
Strategy 2.1.1: Educate older adults on how to access transit information					
2.1.1a. Orange County Transportation Guide for Older Adults is updated every 2 years.	OCDOA, with support from Orange County Public Transit (OCPT), Chapel Hill Transit (CHT), GoTriangle	• Working with AT intern to update document • Working with OC to update policies regarding senior transportation			
2.1.1b. Easy to read user guides are published and regularly updated and made available in formats that are accessible to community members with low vision, low literacy, and Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.	OCDOA, with support from OCPT, CHT, GoTriangle	• Updating Transportation Guide for Older Adults (2018), draft due Q2			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.1.1c. Distribution locations that are accessible to racially diverse communities are identified and regularly replenished with printed schedules and other transportation information.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library	• Printed schedule updates disrupted by COVID, new schedules are temp			
2.1.1d. Regularly scheduled classes on subjects such as Bus Riding 101, bus safety, Uber/Lyft, mobile ticketing, and transit apps are held at Senior Centers, libraries and community centers, apartment complexes with a large number of older adults, faith-based communities, etc. with supportive services (e.g., an interpreter) to ensure access and participation for people from diverse backgrounds and with differing abilities.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library	• Draft annual marketing plan in process, workgroup would like to see guided bus trips using public transportation (locations that are easily accessed by existing transportation)			
2.1.1e. The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCDOA	• Review County's LEP policy for existing tools			
Strategy 2.1.1: Improve door-to-door and fixed-route services to increase the comfort and confidence of older adult riders					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.1.1a. Guided bus trips to popular destinations that are accessible by public transit are offered regularly by Senior Center.	CPT, CHT, OCDOA	Transit-friendly destinations discussed at workgroup meeting, explore options and share at future meetings			
2.1.1b. Strategies for matching confident transit users with potential riders and less experienced users are identified and promoted.	CPT, CHT, OCDOA	Research programs designed for TDM that can apply, GoCH Bus Buddy			
2.1.1c. Universal symbols are used on all public buses, signs, and literature in Orange County to address language barriers and low literacy.	OCPT, CHT, GoTriangle, OCDOA	Review when new schedules are being placed			
2.1.1d. Riders of door-to-door services are given real-time information about bus arrival times and new technology for the call back response system is employed.	OCPT, CHT, GoTriangle, OCDOA	5g modems for CHT vehicles scheduled for January 2023 (Q3)			
2.1.1e. The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCPT, CHT, GoTriangle, OCDOA	Using language helpline when needed, not needed in Q1			
Objective 2.2: Expand availability and improve transportation options for older adults					
Strategy 2.2.1: Pursue funding and planning solutions to increase transit service hours, frequency, and equitable access to more destinations					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.2.1a. Fare-free transportation to Senior Centers is made available to older adults throughout the county.	OCDOA, OCPT, CHT, GoTriangle	• OCPT new management, researching alternative funding sources; GoTriangle fixed routes free through June 2023			
2.2.1b. An analysis of fare policies is completed to understand the goals of fare collection.	OCDOA, OCPT, CHT, GoTriangle	• Researched current fares, history of policy, draft report due in q2			
2.2.1c. Surveys, public meetings, and other opportunities for public comment on transportation projects are promoted to the senior community to increase resident engagement.	OCDOA, OCPT, CHT, GoTriangle	• Research when these routinely happen and add to outreach/marketing plan			
2.2.1d. Results of transportation provider needs assessments, service changes, and major updates to services are published regularly in Senior Center publications.	OCDOA, OCPT, CHT, GoTriangle	• Research when these routinely happen and add to outreach/marketing plans, look for Annual Reports			
2.2.1e. Overall service hours and destinations are increased by transportation providers.	OCDOA, OCPT, CHT, GoTriangle	• Research current offerings to establish baseline			
Strategy 2.2.2: Raise awareness of issues related to aging and transportation throughout Orange County.					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.2.2a. Driver education seminars are offered regularly to encourage conversations, decrease stigma, and raise awareness of resources that are in place to help older adults safely transition from driving alone to alternative modes of transportation.	OCDOA, CHT, OCPT, GoTriangle, OC Public Library, CH Public Library	Annual outreach, marketing calendar discussed at MAP meeting, draft due by Q2 meeting			
2.2.2b. Strategies for improving access to areas with limited parking are identified and promoted to older adults and community leaders (e.g., reduced parking rates for seniors, event-specific parking guides, designated parking spaces for seniors, promotion of public transportation options, increased curb access, the number of accessible parking spaces).	OCDOA, CHT, OCPT, GoTriangle, Chapel Hill Downtown Partnership	Include in marketing calendar, content plan			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.2.2c. At least one summary of available services, known deficiencies, and developing programs are shared with key stakeholders, including government leaders and organizations that serve and represent communities of color.	OCDOA, CHT, OCPT, GoTriangle	Research other docs that can be used as a model; present drafts in Q2			
2.2.2d. Increase membership of the transportation workgroup, making sure that users from racially and economically diverse backgrounds are represented.	OCDOA, CHT, OCPT, GoTriangle	Added two new citizen members-- from Southern Orange County and CH/Carrboro (rider)			
Strategy 2.2.3: Increase the capacity of the Volunteer Driver Program (VDP) to bridge gaps in existing transportation services.					
2.2.3a. 90% of ride requests are matched with a driver.	OCDOA	74 ride requests in Q1, 19 requests not able to be assigned, 74% rides matched			
2.2.3b. The number of volunteer drivers is increased across all county zip codes.	OCDOA	1 new driver added			
2.2.3c. 10 new riders are added to the program annually.	OCDOA	18 riders registered in Q1			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.2.3d. Expanded range of services is made available, including same-day service, grocery delivery, and ride coordination for special events and programs.	OCDOA	Ride coordination/carpool matching explored for center programming; research ways to incorporate			
2.2.3e. One annual campaign is held to increase participation and awareness of the program.	OCDOA	Put on annual marketing plan draft due in q2			
2.2.3f. Demographic data of riders and drivers are collected and reviewed to identify and address inequities in service	OCDOA	Research current stats and share in Q2			
Objective 2.3: Improve collaboration among transportation and human service providers to overcome barriers to mobility.					
Strategy 2.3.1: Reestablish a medical transportation workgroup of representatives from transit, health, and aging services to identify and improve coordination of medical transportation and other issues.					
2.3.1a. Workgroup meetings are held 4 times per year.	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and Orange County Health Department (OCHD)	Met September 29, 2022			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
2.3.1b. Information regarding non-emergency medical transportation offered through insurance plans is made available	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and OCHD	Research these and present at Q2 meeting			
Strategy 2.3.2: Advocate for streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/ Carrboro.					
2.3.2a. Options for simplifying the process for a two-part ride for cross-county demand response trips are explored.	OCDOA, CHT, OCPT, GoTriangle	Discussed at the EZ RAC, identified as a priority; include in report to group in q2			
2.3.2b. Department on Aging's Mobility Manager meets regularly with transportation providers, attends public meetings, and seeks out opportunities to engage with planners, providers, and users of public transportation.	OCDOA, CHT, OCPT, GoTriangle	Monthly meetings with Orange County Transportation established, CHT's EZ Rider Advisory Committee (EZ RAC)meets once per month			

Housing Workgroup – Year 1 Priorities

Goal 3: Improve choice, quality, affordability, and stability of housing for older adults.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 3.1: Expand the development of a wide array of housing models that advance racial equity, livable design, and social connections for older adults.					
Strategy 3.1.1: Educate the community, governmental agencies, developers, and lenders about new models of senior housing to promote variety in the housing stock for older adults.					
3.2.1a. The Senior Housing Guide is updated every two years.	OCDOA, UNC Partnerships in Aging Program	•	•		
3.2.1b. The Aging in Community speaker series is revitalized and 2-4 learning events per year are held. Example topics - Accessory Dwelling Units (ADU), Subdivision of larger homes to include older adult apartments, Intergenerational housing, Housing for Caregivers, Co-op housing, and CCRC-like options that are affordable such as Manley Estates, Adelaide Walters, Elderspirit, and Warm Hearth.	OCDOA, UNC Partnerships in Aging Program	Planning underway for a January 2023 event on ADU's	•		

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Strategy 3.1.2: Educate and incentivize the community, governmental agencies, developers, and lenders to develop housing with livable (universal) design elements.					
3.1.2a. Educational events, websites, and brochures are developed, promoted, and disseminated esp. to organizations and individuals from diverse racial communities to advance knowledge of livable design.	OCDOA, Chapel Hill Department of Affordable Housing and Community Connections, Town of Carrboro (CARR), Town of Hillsborough (HILLS), OC Planning Department, UNC Division of Occupational Science and Occupational Therapy (OS/OT)	Public advocacy for livable design occurred at Rogers Road Community meeting as OC Housing and Community Development Dept. shared housing programs with the community.			
3.1.2b. Local government-sponsored housing being rehabilitated is encouraged to add livable design elements.	Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT				

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.1.2c. New senior housing development applications under review by the local government staff are reviewed by OCDOA staff for inclusion of livable design elements.	OCDOA, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT	OCDOA provided consultation to advance livable design of 3 new PeeWee Homes being built in Carrboro.			
3.1.2d. Write a policy statement to be shared with and potentially adopted by elected officials indicating their desire to see livable design integrated into new developments.	RL Mace Universal Design, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT				
Objective 3.2: Increase the number and types of affordable housing options, for rent or ownership, suitable for older adults.					
Strategy 3.2.1: Collect senior housing data disaggregated by race to more fully understand and act on housing inequities.					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.2.1a. Data identifying race-based, socioeconomic status, and income-based housing demographics in Orange County are collected.	Triangle J Council of Governments (TJCOG), Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development	The OCHPC continues to collect this data through screenings of home repair requests.	•		
3.2.1b. Gaps and new information about housing inequities are disseminated in report form and discussed broadly in the community and with key stakeholders (e.g., the Affordable Housing Coalition, Meeting of the Minds, Northside, Rogers Road, Latinx communities, Refugee Community Partnership, El Centro).	TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development	OC Housing and Community Development hosted event with Rogers Road community about housing affordability programs currently operating for OC residents.	•		

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.2.1c. A chart with data from Orange County and the Towns about the percent of affordable housing stock that is available to those earning 30%, 60%, 80%, 100%, and 120% AMI is produced and disseminated, especially to organizations and individuals from racially diverse communities. Include how many households are in each AMI group.	TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development		•		
Strategy 3.2.2: Reduce barriers to group and individual efforts to obtain affordable housing.					
3.2.2a. Older adults' interests are represented through membership in Orange County's Affordable Housing Coalition.	OCDOA, UNC Partnerships in Aging Program	Monthly participation at Orange County's Affordable Housing Coalition. Attendance at Legion Road event hosted by Town Officials to seek public input about affordable housing on this site. Petition signed to advocate for affordable housing.			

Housing Workgroup   Year 1: 2022/23

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.2.2b. Review for approval of affordable housing development projects is expedited.	Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development	Expedited review policies are being crafted by Town of Chapel Hill Planning Dept.			
3.2.2c. A resource guide is disseminated, esp. to organizations and individuals from racially diverse communities, to understand the enforcement of Fair Housing laws and ways to prevent discrimination in affordable housing development and preservation.	OC Department of Human Rights and Relations, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS				
Strategy 3.2.3: Expand the array of affordable senior housing designs and models					
3.2.3a. Policies and practices that support the build-out and financing of Accessory Dwelling Units are promoted.	PeeWee Homes, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department	PeeWee Homes received $50K grant from Triangle Community Foundation to support building and maintenance of PeeWee Homes. Parternships in Aging co-wrote the grant application.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.2.3b. A pathway to connect seniors seeking shared housing is implemented.	OCDOA, Community Empowerment Fund, Empowerment, Inc.				
Objective 3.3: Improve the preservation and quality of homes for older adults through repair and modifications.					
Strategy 3.3.1: Collect and analyze data to potentially uncover and then address race-based inequities in-home repair and modification services provided by Orange County Home Preservation Coalition Partners.					
3.3.1a. The Orange County Home Preservation Coalition (OCHPC) effectively collects race-based data for homeowners and tenants requesting services from and served by the coalition.	OCHPC, TJCOG, UNC City and Regional Planning Department, UNC Division of OS/OT	Race-based data is consistently collected. Looking for opportunities to analyze and report this data.			
3.3.1b. Race-based OCHPC data, potentially in correlation with tax assessment data, poverty level, or other factors are regularly evaluated in correlation with home preservation processes and provision.	OCHPC, TJCOG, UNC City and Regional Planning Department, UNC Division of OS/OT				
3.3.1c. The proportion of families who request services, based on race, from the OCHPC matches the proportion of services ultimately provided by the OCHPC, based on race.	OCHPC, TJCOG, UNC Division of OS/OT				

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Strategy 3.3.2: Support older adult homeowners and tenants in navigating home repair and modifications systems and services of OCHPC Partners.					
3.3.2a. The OCHPC is sustained with ongoing, dedicated sources of financial support.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, and OC Planning Department, UNC Division of OS/OT				
3.3.2b. Home Repair Navigators, paid positions situated within OCHPC partners, who assist homeowners in walking through home repair service processes, are established as supports.	Expedited review policies are being crafted by Town of Chapel Hill Planning Dept.				

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.3.2c. Education resources and databases that are already available (e.g., the Minority and Women-Owned Business Enterprise State Database) are highlighted and distributed to support older adults in connecting with contractors.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT				
3.3.2d. d Education workshops catering to older adults continue to be offered around minor to major home repairs. Notification of workshops is disseminated to organizations and individuals from racially diverse communities.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT				

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Strategy 3.3.3: Advocate to local governments and funders for policies and programs that reduce barriers and increase the provision of home repair and modification services for older adults.					
3.3.3a. Sustainable funding is allocated to support minor home repair programs that specifically target small to medium size projects (e.g., OCDOA Handy Helpers), including administrative support and materials for repairs.	OCHPC partners, OCDOA				
3.3.3b. Workforce development initiatives, partnerships, and incentives are developed and sustained that increase the number of contractors providing small to medium size home repairs to older adults.	OCHPC partners, TJCOG				

Housing Workgroup   Year 1: 2022/23

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.3.3c. Land-banking initiatives are continued, with additional provisions and policies that facilitate long-term residents to age in their communities, particularly for individuals from diverse racial communities and those who cannot afford and are not eligible for major necessary home repairs.	Land-banking initiatives are continued, with additional provisions and policies that facilitate long-term residents to age in their communities, particularly for individuals from diverse racial communities and those who cannot afford and are not eligible for major necessary home repairs.				
3.3.3d. A "Last Resort" fund is explored and potentially developed in partnership with local funders to offer more flexible funding to homes that are complicated or difficult and do not fall easily within the eligibility matrix.	OCHPC partners, TJCOG				

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
3.3.3e. Equity-based exemptions or modifications for "affordability" clauses in lien-based home repair programs are explored, considered, and potentially implemented as policy.	OCHPC partners, TJCOG				

Social Participation, Respect, and Inclusion Workgroup – Year 1 Priorities

Goal 4: Promote diverse and accessible opportunities for participation and engagement of older adults age 55+.
Goal 5: Uphold all older adults ages 55+ as valuable members and provide equitable resources for the community.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming among older adults.					
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. Senior Centers' programming is intentionally offered with diversity, accessibility, and inclusiveness, including but not limited to cultural awareness, printed and verbal information in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as applicable, transportation, and programs offered both in-person and virtually as feasible.	OCDOA	• 2-3 programs per quarter in dual languages, especially Mandarin • Both Centers continue to offer virtual and in-person program options • Display and distribute fliers and information in multiple languages at both centers	Acquired ARPA funds for a new staff person for outreach		
4.1.1b. Develop neurodivergent programming (e.g., people with learning differences) with assistance from partner organizations.	OCDOA, ARC of OC, Residential Services, Inc. (RSI), OC Library, University of North Carolina TEACCH Autism Program	• Programs with ARC of Orange County taking place at Seymour • Support groups offered at both centers	New Partnership with Hope NC for inclusive community		

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Strategy 4.1.2: Expand the availability of inclusive, social, and educational programming to meet the anticipated growth of the older adult population throughout the community.					
4.1.2a. Additional programming for older adults is made available within the Senior Centers and in other settings; at least one "pop-up" event per quarter is offered at a community location other than a Senior Center.	OCDOA, OC Library	Several programs offered at Brookdale, Town of Chapel Hill locations Regular Medicare talks at public libraries Intergenerational SRT programs at Cedar Grove and Efland Cheeks Community Centers	• Upcoming archery program with Parks and Rec • Suggestion to contact visitor's bureau for suggestions of pop-up locations		
4.1.2b. Senior centers add at least one additional program assistant, resources, and materials to handle increased programming as indicated by increased participation numbers and the number of programs offered.	OCDOA	Currently one program assistant between Passmore and Seymour Utilize volunteers to assist and lead programs	Working to hire replacement for program assistant and work to schedule for good coverage at both centers Continue to track growth to present for funding requests		
Strategy 4.1.3: Create more opportunities for intergenerational programming with an emphasis on racially and culturally diverse communities.					

Social Participation and Inclusion Workgroup   Year 1: 2022/23

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
4.1.3a. One intergenerational program per quarter is created and evaluated, which encourages older adults and younger people to work with each other.	OCDOA, OC Sheriff, Other local Law Enforcement Orgs, Faith-based orgs, Hannah Ruth Foundation, Local Universities, Seymour Tech, Durham Tech, Chapel Hill & Carrboro (CHCA)/OC Schools	Seymour Center held a student (of all ages) art show	Intergenerational SRT planning a Day of the Dead program at Passmore Center		
4.1.3b. Partnerships are created with other agencies for intergenerational volunteer opportunities in which both older adults and younger volunteers are giving time and effort to a cause.	OCDOA, OC Sheriff's Office, Chapel Hill Police Department (CHPD), Carrboro Police Department (CPD), Hillsborough Police Department (HPD), Faith-based organizations, Hannah Ruth Foundation, Duke, UNC, North Carolina Central University, Seymour Tech, Durham Tech	VC 55+ helps in placing interested volunteers Hannah Ruth Foundation volunteers at Seymour Center Tech volunteers from high school for android, iphone, and ipad help	Suggestions: Connect with high school counselors even though volunteering is no longer required to graduate Language emersion programs for language practice and socialization Mary Ann Cheek Center-NAACP group AVID-Blue Ribbon mentorship		

Social Participation and Inclusion Workgroup   Year 1: 2022/23

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
4.1.3c. At least one program is offered annually to address the multigenerational caregivers and services they can use to benefit themselves and those they care for.	OCDOA, CHCA/OC Schools		Upcoming Caregiver's Day of Care in Nov 2022		
Strategy 4.1.4: The racial and ethnic diversity of attendees is increased.					
4.1.4a. Attendance based on racial and ethnic information of participants is tracked by the Senior Centers' registration system and checked quarterly quarter.	OCDOA	RecTrac was updated to track ethnicity from participant registration forms			
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff annually.	OCDOA	GARE Training-One Orange Campaign Racial Equity team of staff from Dept on Aging			

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Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
5.1.1b. Staff and front desk volunteers are prepared to welcome, interact with, and help people with different abilities and assist community members with diverse language backgrounds.	OCDOA	• Welcome sign of many languages as participants come into each center • Volunteers to help connect language barrier especially at Seymour Center • Translation service options are made available to staff • The department currently has several bi-lingual staff on board			
5.1.1c. At least 4 opportunities, annually, are created to educate the broader community about the aging process and the value of older adults.	OCDOA	•	Work around ageism campaign-educating employers		
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at Senior Centers.					

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Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations in their respective languages.	OCDOA, El Centro Hispano, church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Seymour Center Spanish Social Club; apartment complexes/retirement communities, OC Human Rights and Relations	Printed materials in multiple languages made available at each center Table events at multiple events to reach out	• Acquired ARPA funds for a new staff person in hopes this will be a main focus of outreach		
5.1.2b. Services and programming are developed with identified groups, and at least one event is created based on the reports provided every year.	OCDOA, El Centro Hispano, OC Human Rights and Relations	Work in progress to define and identify groups	•		

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
5.1.2c. The number of individuals from identified groups who attend the Senior Center programming and utilize services is increased.	OCDOA, El Centro Hispano, OC Human Rights and Relations	Work in progress to define and identify groups	•		
Strategy 5.1.3: Promote social inclusion and community cohesion at the Senior Centers and other community locations.					
5.1.3a. Programs are created or expanded to facilitate connections among Senior Center participants.	OCDOA, OC Community Centers	Wellness programs at community centers	•		
5.1.3b. Community groups are surveyed every 2 years with an emphasis on racial and cultural equity to determine any barriers that may prevent participation at the Senior Centers.	OCDOA	•	• Need to create or revise • Suggestion of working with GARE as a resource when creating/revising • Perfect time with new outreach staffing		
Strategy 5.1.4: Work with community stakeholders to address ageism in the broader community.					
5.1.4a. A course/class is created with CHCA/OCS middle schools (similar to the Project Engage course) to help younger generations understand older adults, the aging process, and the impacts of ageism in the community	OCDOA, CHCA/OCS Schools				

Employment Workgroup – Year 1 Priorities

Goal 6: Connect older adults with resources that help them achieve their diverse employment and career transition goals.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 6.1: Match Job Seekers 55+ with appropriate employment opportunities for all qualified Orange County residents including an emphasis on racially diverse communities.					
Strategy 6.1.1: Gather information about employers' hiring needs and job seekers' preferences.					
6.1.1a. Employee Referral Program Notice is distributed to employers in Orange County and adjacent areas every 6-12 months that informs businesses of the referral program and asks for either a link to their job postings website or another way of learning about job opportunities.	OCDOA with Economic Development Departments, Chambers of Commerce, Triangle Area Business Network International (BNI), OC Department of Social Services (DSS)/NCWorks, Durham Tech, Ron Kunkel Technology Consultant	• Met with Dan Prendergast, Consultant, and confirmed formats for required information from job seekers and from business. Will develop, test and implement.	•		
6.1.1b. Data on the local employment landscape includes information about older adults and racial equity and is reviewed in the workgroup annually..	County and Towns' Economic Development Departments, Chambers of Commerce	• Will contact / meet with OC Economic Development offices and leaders to request and confirm employment and population data.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.1.1c. Data on the local employment landscape includes information about older adults and racial equity and is reviewed in the workgroup annually.	OC DSS/NCWorks and OCDOA	• Data includes older adults by age and race. Review to identify other factors.			
Strategy 6.1.2: Connect job seekers with job opportunities.					
6.1.2a. List potential employers and links to their job postings on the OCDOA Employment Services webpage.	OCDOA	• Communicated with employers in Chapel Hill, Carrboro, Hillsborough, Mebane. Need to identify and communicate with more.	•		
6.1.2b. FREE Employment Referral program is initiated to help job seekers find positions that are a good fit and to provide employers with qualified candidates.	OCDOA with OC DSS/NCWorks, and National Caucus and Center on Black Aging (NCBA)	Contact employers to confirm understanding, determine additional actions required.			
6.1.2c. Job fairs are hosted in collaboration with partners, especially addressing critical staffing industries (e.g., direct care workforce).	OCDOA, OC DSS/NCWorks, and NCBA	Partner with OC DSS, NCBA and NCWorks with focus on Direct Care and remote job possibilities.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.1.2d. Use of the NCWorks website is encouraged and improved, and assistance with accessing the website is provided.	OCDOA, OC DSS/NC Works, OC Library	Promote NCWorks, OC DSS, NCBA and Libraries – OC + Chapel Hill among OC job seekers			
Objective 6.2: Expand opportunities for older adults to gain job-seeking guidance and job skills to secure living-wage employment, including traditional, alternative, and entrepreneurial options.					
Strategy 6.2.1: Expand existing resources and services related to the job search process (e.g., resumes, salary and compensation, networking, interviewing).					
6.2.1a. Individual and group information and training sessions are facilitated with job seekers in locations that serve diverse communities across Orange County (e.g., Cedar Grove, Rogers Road, and Efland-Cheeks Community Centers, OC and CH Libraries, DSS/NCWorks Career Centers, Durham Technical Community College).	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College	Conducted 142 individual meetings with OC Job Seekers – July / 54; August / 42, and September / 46.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.2.1b. New information and training sessions around emerging topics (e.g., job scams, discrimination, compensation, remote vs. in-office work options) are developed.	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College	Developed new and improved existing presentations on Negotiating Salaries, Age Discrimination, Interviewing, Networking, LinkedIn	•		
6.2.1c. Job-seeking resources (e.g., individual meetings, workshops) are evaluated and improved.	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College	Evaluated existing and discussed need for additional / new resources to address changing needs.	•		
Strategy 6.2.2: Promote alternative and entrepreneurial employment opportunities.					
6.2.2a. Informational events to raise awareness of opportunities are hosted.	OCDOA with OC DSS/NCWorks, OC Library, Durham Technical Community College, Economic Development Departments, Chambers of Commerce, The Entrepreneur's Source, SCORE	Contacted existing partners and identified possible new contacts. Requested meetings to exchange information, determine interest in collaborating.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.2.2b. Interested individuals are referred to existing entrepreneurial resources (e.g., Small Business Center of Durham Tech, Economic Development Departments, Small Business Technology Development Center; SCORE, EntreDot, Entrepreneur's Source, UNC Business School, BNI, NC IDEA, El Centro Tool Bank).	OCDOA with OC DSS/NCWorks, OC Library, Durham Tech, Economic Development Departments, Chambers of Commerce, The Entrepreneur's Source, SCORE	Done regularly during individual meetings with job seekers. Mutually helpful… will continue and identify ways to expand.			
Strategy 6.2.3: Create job skills training for older adults to gain new skills that increase the possibility of future hire.					
6.2.3a. Hands-on technical support, technology skills classes (e.g., basic computer, virtual meetings, social media), and technology access information are provided.	OCDOA Seymour Tech, DSS/NCWorks, OC Library, Durham Technical Community College, Kramden Institute	Done regularly during individual meetings with job seekers. Refer to Libraries, Seymour Tech, Kramden Institute, others.			

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.2.3b. Quality vocational training, especially targeted at living-wage, critical staffing (e.g., direct care workforce), and emerging industries are promoted with community colleges such as Wake Tech, Alamance, and Durham Tech.	Durham Technical Community Colleges	Promoted Durham Tech Community College training. Strong collaborative efforts between OC DOA and Durham Tech.			
6.2.3c. Internship and on-the-job training programs are promoted (e.g., referring seniors at the poverty line or facing other barriers and non-profits that can offer training to NCBA/SCEP).	NCBA with OCDOA, OC DSS/NCWorks, Live Well, Durham Technical Community College	Achieved breakthrough with one person during collaborative meeting with job seeker, NCBA representative and myself. Person acted on our suggestion, got position and qualified for NCBA job training program.	•		
Strategy 6.2.4: Leverage existing and forge new partnerships to reach broader audiences, improve synergy among organizations, and reduce duplication.					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.2.4a. The OCDOA Employment Services Webpage content is improved and updated regularly so that it serves as a repository of community resources for older adult job seekers (e.g., job-seeking and entrepreneurial guidance, partners offering technology and other job skills training and support, employers and their job postings, upcoming events).	OCDOA	Major work accomplished on improving OC DOA Employment Services information on Web site, adding more links, job postings, help for job seekers – resumes, cover letters, interviewing, networking, salary negotiations, using LinkedIn, and more.	•		
6.2.4b. Relationships with non-employment organizations that serve populations of interest (e.g., Faith-based, immigrants, military associations, justice system involvement, rural communities, communities of color, senior housing) are forged to better understand needs and offer employment services resources to promote the workgroup services and resources outlined elsewhere.	OCDOA with all Employment Workgroup members	Collaborate with SCORE, NCBA and local Black Business Associations, El Centro Hispano, Churches throughout Orange County, AARP, other organizations, Military and Veterans organizations.	•		

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.2.4c. A list of relevant employment resources is created which outlines who is best served by each organization, specific services offered, and how to refer.	OCDOA with OC DSS/NCWorks, NCBA, OC Library	Work-in-progress, still in development. Continue and publish on OC Employment Services Website	•		
Objective 6.3: Advocate for broad diversity, equity, and inclusion (DEI), especially regarding age and race, with local employers and business organizations.					
Strategy 6.3.1: Promote the value of DEI to local employers and organizations.					
6.3.1a. Promotional materials (e.g., video, presentation, handouts), highlighting why it's good business to hire workers who are older and of racially diverse communities are created and shared.	OCDOA with Economic Development Departments, Chambers of Commerce, Small Business Technology Development Center, Durham Tech, OC DSS/NCWorks, BNI, Orange County Government Alliance for Race and Equity (OC GARE)	Created and distributed 10 Reasons Why It Makes Sense to Hire Mature Adults. Scheduling presentations to Chambers of Commerce, Business Networking Groups (BNI, Leads Groups) Working to get media coverage	•		
Strategy 6.3.2: Provide education around practices and strategies to improve DEI in the workplace.					

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
6.3.2a. A list of best workplace practices to reduce age- and race-related biases and increase diversity, equity, and inclusion for all is created with input from experts and shared.	OCDOA with Durham Tech, Denise Bell Consulting, OC GARE	Gathering information. Participated in GARE training. Working with Human Resources professionals to create OC DOA Employment Services Statement of Best Practices			
6.3.2b. A list of universal design principles to create a more accommodating workplace is created with input from experts and shared.	OCDOA, UNC Division of Occupational Science and Therapy (OS/OT)	Need to confirm meeting with UNC OS/OT professionals			

Orange County Master Aging Plan Implementation Status

Community Support & Health Services Workgroup

7.1 Development of supports and resources to promote mental/behavioral health

7.2 Enhance enriching volunteer opportunities for older adults

7.3 Coordinating local efforts to enhance affordable health care supports

7.4 Expand services to help older adults age in community

7.5 Promote awareness and use of available health and wellness resources

7.6 Address the problem of food insecurity among older adults

7.7 Support planning for and fulfillment of individual goals for end of life

Indicator	Responsible Agencies	Q1 Jul – Sep 2022 Activities	Q2 Oct – Dec 2022 Activities	Q3 Jan – Mar 2022 Activities	Q4 Apr – Jun 2022 Activities
Objective 7.1: Develop supports and resources to promote mental/ behavioral health					

Strategy 7.1.1: Offer training to increase knowledge for community members and professionals.				
7.1.1a. At least 6 trainings offered quarterly.	OCDOA, Alliance Health, UNC Geriatrics, Orange County Health Department (OCHD)	• OCDOA Mental Wellness SRT's "Dementia Where to Start" program scheduled Sept. 9th • Alliance training for end of life care for individuals dealing with mental health issues. Laurie to research & follow-up with Alliance & Duke. • Alliance Mental Health First Aid for adults and youth & Mental Health 101 trainings • Dementia Let's Talk About it twice monthly 9/6, 20 • Caregiver Basics Sep 26 - Financial Caregiving;	• Alliance Mental Health First Advance Directive training on 11/12 • Dementia Let's Talk About it: offered twice monthly 10/4,18; 11/1; 15 • Caregiver Basics Oct 17 - Aphasia 101; Nov 21 - Caregiver Self-Care.		

7.1.1b. At least 1 training per quarter is offered by Alliance Health in conjunction with awareness month	Alliance Health		• Mental Health Advance Directive training offered in partnership with NAMI – 11/10/23	• Mental Health FA training scheduled for January 2023	
Strategy 7.1.2: Enhance community and professional knowledge of available services and providers.					
7.1.2a. OCDOA staff are trained in screenings to make appropriate referrals	OCDOA	• Two OCDOA staff (eldercare social worker and senior centers administrator) completed ASIST training			
7.1.2b. Local Management Entity/Managed Care Organizations (LME/MCOs) access and information line is used	Alliance Health				
7.1.2c. Creation of organizational and agency partnerships for the dissemination of materials identifying services and providers.	OCDOA, OCES, OCSO, OC Fire Departments, Alliance Health, Meals on Wheels of Orange County NC	• Events planned for next quarter	• OCDOA Mental Wellness SRT tabling event on 10/10 • OCDOA Mental Wellness SRT Geriatric Care Management 101		

(MOWOCNC), CHPD, UNC Health			program • Caregiver Day of Care 11/7 Resource Fair at Seymour • OCDOA staff participation in Duke Caregiver Community Event 10/28 at Sheraton Imperial more than 1000 area attendees at resource fair/networking		
Strategy 7.1.3: Develop and use Peer Support Models					
7.1.3a. Certified Older Adult Peer Specialist (COAPS) Program is implemented	OCDOA		• Contacts have been made with DHHS in order to move forward with training		
7.1.3b. Clinical Pastoral Education (CPE) Program is used.	ODCOA, UNC Hospitals		• New partnership program being discussed with UNC-Hillsborough and VC55+		
7.1.3c. Solo Agers support program is created and implemented	OCDOA, Partnerships in Aging Program	• Solo Agers meetings held monthly on 4th Wed	• Oct - Steve Lackey, Attorney - Advance Planning: Crafting your legacy as a solo ager		

			• Nov - Linda Erickson, Financial planning and management • Dec – no topic, Christmas social		
7.1.3d. Caregiver support programs are created and implemented.	OCDOA, Carolina Aging Alliance (CAA)	• OCDOA Caregiver Peer Support Program created, initial marketing & recruitment • Carolina Aging Alliance support group meetings	• OCDOA Caregiver Peer Support Program ongoing • CAA support group meetings being held		
Strategy 7.1.4: Develop and use a hoarding task force to support housing stability for older adults.					
7.1.4a. Taskforce is created.	OCDOA, OC Department of Social Services (DSS)	• OCDOA reaching out to partners for Hoarding Task Force following its inception	• Preliminary Taskforce meeting on 10/25 w/ more than 50 community partner attendees; 2nd mtg 11/15		
7.1.4b. Training for professional and community members is created and implemented twice a year.	OCDOA, OC DSS				

Objective 7.2: Expand enriching volunteer opportunities for older adults					
Strategy 7.2.1: Coordinate with partnering volunteer agencies to develop a comprehensive list of volunteer opportunities in Orange County.					
7.2.1a. A comprehensive list to connect older adults with desired opportunities is maintained by VC 55+.	OCDOA	• On hold	• On hold		
7.2.1b. VC 55+ designee is contacted by community partners if they need volunteers.	OCDOA, Orange County Emergency Services (OCES), Orange County Sheriff's Office (OCSO), Meals on Wheels Orange County North Carolina (MOWOCNC), Carolina Aging Alliance (CAA), Charles House,	• CAA connecting with VC55+ and MoW to organize volunteers	• Presentation scheduled with MOWOCNC at the LGBTQ+ SRT dinner and movie event in Dec to recruit for volunteers partnership program with CAA		

	Creative Care Collaborative				
Strategy 7.2.2: Increase the number of Orange County older adults participating in existing volunteer opportunities					
7.2.2a. Enrollment in volunteer opportunities is increased by 10% during 2022-2027.	OCDOA, OCES, OCSO, MOWOCNC, Carolina Aging Alliance (CAA), Charles House, Creative Care Collaborative	• OCDOA oriented Mail Management pilot volunteers with pilot in progress • OCDOA relaunching Tech Savvy Teens and DARE health program alongside OC SRO • Volunteer recruitment opportunity at Cedar Grove Family Fun Day (Aug 6)	• OCSO Citizens Academy re-engaged • Citizens Academy graduated 9 new volunteers in November		
7.2.2b. The number of racially diverse, multilingual, and multigenerational volunteers is increased.	OCDOA, OCES, OCSO, MOWOCNC, Carolina Aging Alliance (CAA), Charles House, Creative Care Collaborative	• MoW aims to have representation on board from all townships in OC • Subcommittee launched to get seniors back in schools for tutoring, volunteering, and outreach			
7.2.2c. Volunteer training, networking,	OCDOA		• MHAD training offered to		

and appreciation events are held twice a year.			volunteers 11/10/22		
Strategy 7.2.3: Develop new strong partnerships to create volunteer opportunities that are equitable and inclusive of all populations in Orange County.					
7.2.3a. Two new partnerships within rural communities of color are established.	OCDOA				
7.2.3b. One new partnership within each school system is established.	OCDOA		• New partnership created with Efland Cheeks and Pathways Elem social workers to advance an Intergenerational and Mental Wellness project for the holidays		
7.2.3c. Volunteer opportunities for older adult residents in long-term care facilities are established.	OCDOA				
Objective 7.3: Coordinate local efforts to enhance affordable health care support					
Strategy 7.3.1: Increase utilization of support services					
7.3.1a. Understanding of how to use electronic health records (EHRs) is increased	UNC Health, Duke, OCDOA, Piedmont Health, OCHD		• AT/OCDOA working w/ UNC to schedule presentation for January 2023		

through coordination with partner agencies.					
7.3.1b. Understanding of financial assistance programs is increased through coordination with partner agencies.	UNC Health, Duke, OCHD, OCDOA, Piedmont Health		• UNC Healthcare increasing financial strain screenings • UNC Healthcare push to educate staff about financial assistance programs • AT/OCDOA working w/ UNC to schedule presentation for January 2023		
7.3.1c. At least one new OCHD program specific to older adults is created.	OCHD				
7.3.1d. Partnership to promote awareness and greater access to OC mobile dental units is created.	UNC Health, Duke, OCHD, OCES, OCDOA, Piedmont Health		• First unveiling of dental unit at Seymour Center		
7.3.1e. Medication management for older adults is support in partnership	OCES		• This program is slated to begin in Jan 2023		

with community paramedics.					
Strategy 7.3.2: Increase quality of in-home, respite, and adult day care services.					
7.3.2a. Training, education, and skill-building programs for professionals and community members are held twice a year.	OCDOA, Creative Care Collaborative, Charles House	• OCDOA and Community Paramedics partnering to offer medication management program	• SHARP direct care worker awards hosted to honor 38 OC serving direct care workers as part of Honor Roll & top 6 named award winners –		
Strategy 7.3.3: Increase access to health maintenance and prevention resources.					
7.3.3a. Chronic disease self-management programs are held quarterly.	OCDOA, UNC	• Memory Screenings (AT) • OCDOA – Wellness -Memory Forgetfulness and Aging • OCDOA – Wellness -ABC Dementia • Wellness coordinator developing informational program on "long COVID" • Bull City PTs			

		tabling event at Seymour Center and providing program on busting arthritis myths • Carolina Dentistry Bridge Clinics (7/15 & 8/5)			
7.3.3b. Safety and accessibility needs are assessed and fulfilled in coordination with home health agencies.	OCDOA, OCES, Duke, UNC, Piedmont Health	• OCDOA promoting to care managers that scales, BP cuffs, and pulse oximeters are available • OCDOA/CP providing Falls Prevention Week in September	• OCDOA continuing to promote to care managers that scales, BP cuffs, and pulse oximeters are available • OCDOA OT conducting regular home safety assessments • OT winner of State Wide Stephen 3. Sallee AT Award of Excellence for DME program and DME Connections program • Hiring DME program assistant		

			to meet increased demand for DME services		
Objective 7.4: Expand services to help older adults age in community					
Strategy 7.4.1: Expand available support for older adults from communities of color.					
7.4.1a. Accessibility to and participation in aging services for Asian older adults is increased through a partnership project between UNC-Apples Service-Learning Students.	UNC, OCDOA				
7.4.1b. Access to multilingual social workers is increased.	OCDOA, OC DSS, El Futuro	• OCDOA Mandarin Language SW is now available 20 hours/week	• OCDOA planning outreach efforts in coordination with El Futuro and the Refugee Support Center		
7.4.1c. Information resources hubs located within communities of color are created.	OCDOA, OC DSS, Rodgers Road Community Center (RRCC), Cedar Grove Community Center (CGCC), Efland-Cheeks Community		• OCDOA conducting tabling events at CGCC, EGCC, and Hargraves Center		

	Center (ECCC), Marian Cheek Jackson Center (Jackson Center), El Futuro, Infinity Health and Wellness Center			
Strategy 7.4.2: Continue to develop Orange County as a dementia-capable community.				
7.4.2a. The number of trained staff at partnering agencies is increased to ensure dementia-friendly health services.	OCDOA, UNC, Creative Care Collaborative, Charles House, Duke, Piedmont Health, OCHD, Infinity Health and Wellness Center	• OCDOA Dementia Friendly Business has new agencies completing trainings and existing agencies continually renewing trainings • DFB updating training video • AT Admin, Family Caregiver Specialist, DSS placed at Seymour and VC55/AT staff all attended PAC certification courses	• New AT staff hired, to be trained in PAC in November for updating DFB video, • OT, Program Coordinator, Transportation Specialist to attend PAC training mid-November • Dementia Education Collaborative 4 Mondays in Nov (11/4-11/28) at Passmore	
7.4.2b. A Dementia Capable OC	OCDOA, UNC, Creative			

Workgroup with representation of persons living with dementia is created.	Care Collaborative, Charles House, Duke, Piedmont Health, Infinity Health and Wellness Center			
Strategy 7.4.3: Support the establishment of new and existing community care neighborhoods.				
7.4.3a. County agency programs are used to provide support and training for communities.	OCDOA, OCES, OCSO, Chapel Hill Police Department (CHPD), Carrboro Police Department (CPD), Hillsborough Police Department (HPD), OC Fire Departments	• OCSO completed presentation to community on scams • Partnership with community paramedics being reestablished	• Project EngAGE SRTs are working to provide updated resource guides	
7.4.3b. OCDOA Safety-net services are expanded.	OCDOA	• OCDOA gaining new staff member to help manage Handy Helpers • OCDOA AC unit/fan programs served 166		

		individuals during Q1		
7.4.3c. Resources are developed to enable community members to create community care neighborhoods.	OCDOA, OCES, OCSO, CHPD, CPD, HPD, OC Fire Departments, Infinity Health and Wellness Center	• OCSO community watch presentations/ partnerships • OCSO coordinating to restart Citizen's Academy	• Citizens Academy graduated 9 new volunteers in November • Working in partnership with a participating NC neighborhood group to provide updated resource guides		
Strategy 7.4.4: Expand successful neighborhood connection ideas to reach rural neighbors					
7.4.4a. Focus groups with older adults from rural communities are created.	OCDOA, OCES, OCSO, OC Fire Departments				
7.4.4b. County agency programs are used to provide support and training for communities.	OCDOA, OCES, OCSO, OC Fire Departments	• OCDOA Neighborhood Connections SRT looking to reactivate after being heavily impacted by pandemic • Opportunity to pilot social engagement support programs			
7.4.4c. OCDOA	OCDOA	• OCDOA AC	• Handy Helper		

Safety-net services are expanded.		unit/fan programs served 166 individuals during Q1 • Handy Helpers has a new Program Manager	request are increasing and we are working on a way to streamline and create easier access to requests		
7.4.4d. Resources are developed to enable community members to create community care neighborhoods	OCDOA, OCES, OCSO, OC Fire Departments		• Project EngAGE manuals created by SRTs are being updated to provide as resources		
Objective 7.5: Expand accessibility of available health and wellness resources					
Strategy 7.5.1: Increase racially diverse participation in health and wellness options.					
7.5.1a. The number of multilingual instructors is increased.	OCDOA	• Mandarin language Social Worker received PAC training and certification for dementia training; as well as AFA dementia certification	• Mandarin language SW to begin offering language inclusive caregiver support group and dementia education		
7.5.1b. Geographic and cultural barriers to participation are addressed.	OCDOA, CGCC, EDCC, The Grange, OCPT, Creative Care Collaborative, Infinity Health	• Marketed scholarships: Increased participation with the Asian community (3 new participants)	• New Arthritis Foundation class held at Cedar Grove – one day a week- beginning in September •		

7.5.1c. Scheduled offerings are increased to account for varying schedules and class preferences.	OCDOA, CGCC, EDCC, The Grange, OCPT, Creative Care Collaborative, Infinity Health		• Offered different topics: Pelvic floor 10/22 (18 participants) and more; Winter skin 11/22; Impact of Trauma 10/22 (9 participants); How to prepare yourself for surgery; etc		
Strategy 7.5.2: Educational programming to increase residents' awareness of and comfort with class offerings					
7.5.2a. Demo classes are offered as part of Health Fairs twice a year.	OCDOA, CGCC, EDCC				
7.5.2b. Hosting of health education classes is expanded in rural areas.	OCDOA, CGCC, EDCC	• OCDOA partnership with Bull City PTs will offer evidence-based wellness programs at Cedar Grove and Efland Cheeks community centers	• OCDOA partnership with PACE program coordinator at Cedar Grove community center • New Walk with Ease class scheduled to begin in Feb – offered via UNC's injury and prevention		

			coordinator		
Objective 7.6: Increase access to services to combat food insecurity					
Strategy 7.6.1: Establish support and resources to address food insecurity in the community.					
7.6.1a. A standardized needs-based screening is created and implemented.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of Chapel Hill				
7.6.1b. A comprehensive list of food distribution services is created.	OCDOA				
7.6.1c. Educational programs are created to improve understanding of food assistance options (e.g., SNAP, Senior Center lunch programs, Commodity Supplemental Food Program).	OCDOA, MOWOCNC, Orange Congregations in Missions (OCIM), OC DSS, Town of Chapel Hill		• AT/VC55+ intern presented to Carolina Spring re: Food Box program mid-October ; • AT staff created Nutritional Support Overview handout summarizing available supports and how to access		
7.6.1d. Older adults are represented on OC Food Council.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of Chapel Hill				
Strategy 7.6.2: Increase participation in programs that combat food insecurity.					
7.6.2a. Participation	OCDOA,	• Re-energized			

numbers are increased in rural communities with targeted outreach.	MOWOCNC, OCIM, OC DSS, Town of Chapel Hill, OCSO, HPD, CHPD	partnership with OCSO and MoW • OCDOA Lunch Program now has meals cooked onsite by new caterer at Seymour with food transported to Passmore			
7.6.2b. Enrollment fairs are conducted yearly at designated municipality locations.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of Chapel Hill, OCSO, HPD, CHPD				
7.6.2c. Participation numbers are increased in communities of color with targeted outreach.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of Chapel Hill, OCSO, HPD, CHPD	• OCDOA food box numbers fluctuating between 290-305 • Continuing to offer food box distribution at 5 locations with enrollment remaining open	• OCDOA food box distribution remains steady with continued new enrollment • Continued OCDOA food box distribution partnership with OCSO, OCEMS, and PDs of Hillsborough and		

		• Dollar amount for farmers market voucher has increased to $42	CH townships • Town of Chapel Hill offering weekly food distribution on Wednesdays 10-11:30AM at Eubanks Park-and-Ride • MOW balancing services with increased food cost through creation of waitlist • MOW partnership with UNC School of Nursing students completing needs-based interviews with MOW recipients and community members		
Objective 7.7: Support planning for and fulfillment of individual goals in all stages at the end-of-life					
Strategy 7.7.1: Build awareness about end-of-life planning and expand options by increasing visibility of end-of-life issues, normalizing end of life conversations, and supporting educational initiatives for community members.					
7.7.1a. Education around end-of-life options with specific examples is	OCDOA, UNC Hillsborough, Clinical	• OCDOA End of Life SRT offering Alternate Endings documentary	• EOL SRT hosting Death and Dinner event (Nov 16)		

increased.	Pastoral Education (CPE), Carolina Aging Alliance, Dying Right NC, Green Burial Project, Shrouding Sisters	showing (Aug 9) • EOL SRT presented panel discussion on SADD – Sept 22	• New partnership established with Hunter Beattie and Endswell Cremation		
7.7.1b. Partnerships with communities of color are established.	OCDOA, UNC Hillsborough, CPE, Carolina Aging Alliance, Dying Right NC, Green Burial Project, Shrouding Sisters				
7.7.1c. Partnerships with faith-based organizations are established to provide resources and educational opportunities.	OCDOA, UNC Hillsborough, CPE, Carolina Aging Alliance, Dying Right NC, Green Burial Project, Shrouding Sisters		• OCDOA advertising Funeral Consumer Alliance Death Expo (Oct 15) • Event November 14th partnership with NAACP Faith Leaders – documentary showing		

Strategy 7.7.2: Support provider and community members' education to reduce barriers to accessing and using completed advanced care planning documents.					
7.7.2a. Educational workshops are established focusing on the incorporation of advance directives within EHRs.	OCDOA, OCES, Creative Care Collaborative, Charles House, UNC, Duke, Piedmont Health	• OCDOA EOL SRT hosting informational event on Supplemental Advanced Directive for Dementia (Sept 22)		• EOL SRT hosting informational event on the Volunary Stopping of Eating and Drinking / VSED, Advance Directive, and Dementia (Jan 12)	
7.7.2b. Yearly training is offered by partnering agencies to their staff.	OCDOA, OCES, Creative Care Collaborative, Charles House, UNC, Duke, Piedmont Health				
Strategy 7.7.3: Support legislation and policy change to facilitate end of life planning and increase choice.					
7.7.3a. Green Burial options are expanded.	Bluestem, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC		• Bluestem Conversation Cemetery to officially open in November • New water cremation end of life option to open in Hillsborough in November		

7.7.3b. Affordable Green Burial financial options are identified and expanded	Bluestem, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC	• Bluestem Cemetery presentation (Aug 23)			
7.7.3c. Education and information specific to Medical Assistance in Dying (MAID) legislation are promoted by partnering with communities of color and rural communities.	Bluestem, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC				

Communication and Information Workgroup – Year 1 Priorities

Goal 8: Awareness of and access to available services and supports for older adults and their families will increase for everyone.

Indicator	Lead Agency	Q1: Jul – Sep 2022 Activities	Q2: Oct – Dec 2022 Activities	Q3: Jan – Mar 2023 Activities	Q4: Apr – Jun 2023 Activities
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources throughout the community with an emphasis on reaching diverse populations.					
Strategy 8.1.1: Create and maintain a comprehensive Orange County Community Contact Database of multilingual health, faith-based, public, civic, and community organizations.					
8.1.1a. Contacts are identified by individual employees, departments, and community partners, and are used to create a contact list to be shared and maintained by Orange County Community Relations.	Town of Chapel Hill, Town of Carrboro, Town of Hillsboro, and OC Departments, local organizations, and Orange County Community Relations (OCCR)	• Excel OCDOA address book created with Google Sheets to share with staff • Email drafted to send to OCDOA staff with instructions for adding contacts to the Excel sheet			

8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	• Program info shared between NCRS & OCDOA • Upcoming monthly events sent to North Carolina Reading Service, which is read, recorded, and put on podcast (podcast is shared on fb and other media sources) • Information was shared at 8 resource fairs			
8.1.1c. An Orange County Community Relations position that focuses on diversity and inclusion is created, with responsibilities including maintaining resources, relationships, and a comprehensive contact list.	OCCR	• Position was created and has been advertised	•		
8.1.1d. Orange County Community Relations' community contact database will identify and include racially diverse and underserved communities and contacts.	OCCR	• New position will request diverse community contacts from all OC departments and potentially open up to other OC municipalities	•		

8.1.1e. OCDOA information is distributed to contacts with collaborating organizations who report they have shared it with their organization.	OCCR	• Program info shared and posted at NCRS			
Strategy 8.1.2: Further expand OCDOA communications to racially diverse and underserved communities.					
8.1.2a. Communications are distributed out to racially diverse, Spanish, Mandarin, Karen, Burmese, and low-vision media outlets and are posted at relevant locations and community agencies.	OCCR, OCDOA, NC Reading Service	• Monthly OCDOA Upcoming Event Podcast recorded, posted and advertised • OCDOA news releases issued to media outlets including racially diverse outlets • Temporary position created with ARPA-American Rescue Plan Act funds. Purpose is to identify best practices for connecting with communities of color and faith based organizations and perform outreach activities.			

8.1.2b. Key programs, resources, and services are made available in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, using the translation tools on the OCDOA website and social media.	OCCR, OCDOA	• Process started to update OCDOA embedded documents & information for online translation tool use (Site map created in preparation for redesign and embedding) • Supervisors and administrators identified key documents to embed in website so translation tools can be utilized • Updated Spanish & Mandarin marketing trifolds and flyers, in final edit/proofing			
8.1.2c. "How to Use Our Website" information and translation tool are advertised in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, on OCDOA products and outlets.	OCDOA				
8.1.2d. Key documents, ads, and resources are made accessible to people with vision and hearing impairments.	OCDOA	• Multilingual Informational Videos (English, Spanish, Mandarin, [CC]) uploaded to OCDOA YouTube			

8.1.2e. Tools, including contact forms, flyers, and signage, are created to support staff and front desk volunteers to welcome, interact with, and assist community members from diverse language backgrounds.	OCCR, OCDOA	• Communication manager and assistant met regarding multilingual informational materials to be used by front desk staff. Work to begin in Q2 & Q3			
8.1.2f. New, timely signage is displayed in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, to welcome and direct visitors where to get help at both senior centers.	OCCR, OCDOA	• Multilingual "Welcome" mural installed in lobby at both senior centers • Comm. team met to plan signage. Work to begin Q2 & Q3			
8.1.2g. Endless Possibilities activity guide programs are identified as multilingual friendly and promoted in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.	OCCR, OCDOA	• Programmers were instructed to ID programs that could be enjoyed by anyone, regardless of language • Icon identifying Multilingual friendly programs added to the Fall EP activity guide legend • Increased promotion of programs in Spanish and Mandarin on Facebook, e-newsletters, and activity guide			

8.1.2h. Local government agencies collaborate in outreach efforts to older adults using multiple media sources	OCCR, OCDOA	• New monthly Orange County Government Gazette now in the News of Orange County. Gazette features articles, resources and ads, including OCDOA related content			
8.1.2i. Endless Possibilities quarterly review and program registration are offered in-person and in multiple languages at both senior centers.	OCDOA	• Started Newcomers Welcome again, plan to start the review in the winter for both centers			
8.1.2j. Key Endless Possibilities programs are shared and recorded in multiple languages via Facebook Live	OCDOA	• Continuing Facebook Live, plan to see if staff/volunteer can offer programs in Spanish and Mandarin			
8.1.2k. Volunteer diversity is promoted to increase the recruitment of diverse volunteers.	OCDOA	• Volunteer assigned to interview VC55+ Administrator and a diverse range of VC55+ volunteers for a "Diversity in Volunteering" article and ongoing "Volunteer Spotlights".			
Strategy 8.1.3: Collect "How Did You Hear About Us?" data at all levels of programming and participation.					

8.1.3a. Senior Center registration forms, program registration, surveys, and volunteer applications include "How Did You Hear About Us?" data collection.	OCDOA	• "How Did You Hear About Us" response questions added to the paper Sr. Ctr. Registration Forms • RecTrac Power User group met and agreed to add "How did you hear" questions to RecTrac "household" and "program" registration process. Implementation in progress			
8.1.3b. "How Did You Hear About Us?" data is continuously collected and reported twice a year	OCDOA				
8.1.3c. "How Did You Hear About Us?" data is used to inform communication decisions and priorities.	OCDOA		•		
Strategy 8.1.4: Explore and expand non-electronic communication outlets.					
8.1.4a. OCDOA programs, services, and resources are shared with racially diverse and underserved communities and events.	OCDOA	• Plans for the Community Contact List will be used by OC Community Relations, OCDOA Communications and OCDOA Outreach Specialist • Tabling events at Hispanic Heritage, Nat'l Night Out-Chapel Hill, and Community Resource Fair – Fairview Park	•		

8.1.4b. OCDOA welcome packets are created and made available for staff and volunteers to share in multiple languages.	OCDOA	• Marketing materials created • Ordered folders and labels	•		
8.1.4c. Diverse radio stations, television stations, and newspapers are identified and used to advertise OCDOA information.	OCDOA	• Comm. team to ID and contact specific multilingual media outlets	•		