



I am going to be talking about what we heard from the community around the Master Aging Plan.

# Data Collection

## Guiding Questions

- 1. What are you worried about when you think about aging?**
- 2. What is Orange County already doing well?**
- 3. What would you like to see happen? What are some “magic wand” ideas you have?**

- As you know, we spent the summer and have continued into the fall hearing from the community. Three questions have really guided our data collection. These questions are:
- What are you worried about when you think about aging?
- What do you think Orange County is doing well?
- What would you like to see happen? What are some “magic wand” ideas you have?

## Data Sources

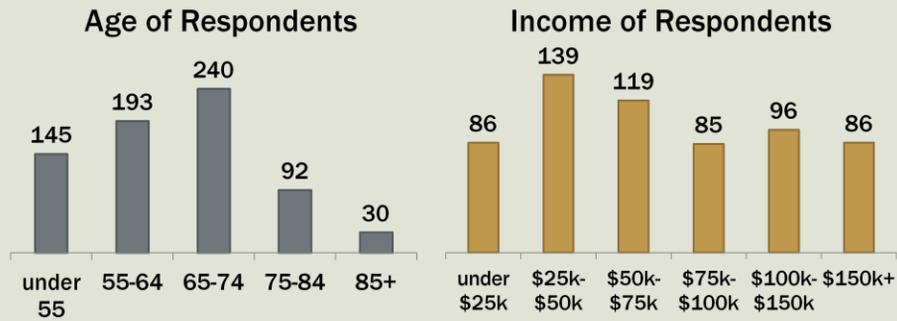
- **Surveys**
- **Focus groups**
- **Community meetings**
- **Key informant interviews**

We've asked these questions in a variety of different places – in a community-wide survey, in focus groups, at community meetings, and of you all in key informant interviews.

I'm going to tell you a little bit about who responded.

# Surveys

- 860 Orange County residents completed the survey
- 73% Urban, 27% Rural



## Surveys

- 1006 people opened with intent to respond
  - Thank you to in the room who may have sent out or completed the survey. Your efforts helped us reach those numbers.
- 860 OC residents, 85% completion rate.
- 73% urban, 27% rural - representative of the population of Orange County
- Age category – normal distribution, with the most representation in 65-74 age range.
- Income category – most represented income category was \$25,000-\$50,000 per household annually.

# Focus Groups



- **13 focus groups**
- **63 participants**
- **Held across Orange County**
- **Held in Mandarin and Spanish**

- 13 focus groups across the county with 63 participants.
- They were held in Mandarin and Spanish, as well as English.

## Community Planning Meetings

- **Two meetings**
  - **October 26 in Chapel Hill**
  - **October 28 in Hillsborough**
- **80 participants from the community**

- Emphasize 3 hour meeting.
- Presented the data from the surveys and focus groups at two community meetings with almost 100 participants.
- At those meetings we asked community members if what we found really resonates with them. If they think anything is missing from our findings, what is most important to them, and what kinds of solutions they could think of.
- Also mention here that we voted on the standards from WHO checklist.

## Key Informant Interviews

- **Interviews with 34 key leaders in 26 agencies across the county, such as:**
  - **County and town government**
  - **Healthcare**
  - **Religious organizations**
  - **Community services**
  - **Other stakeholders**

- We've also heard from you all! Janice has held 26 interviews with 34 leaders.
  - Government – all mayors, all town and county managers, Triangle J, county commissioner, nearly all county department heads (most who are here today)
  - Health care – UNC hospital, Piedmont Health, Duke Primary Care, Cardinal Innovations
  - Religious organizations – OCIM
  - Community Services – EMS, Sherriff, Transit, Libraries
  - Other - UNC School of Public Health, AARP, UNC Community Relations, Friends of the Seymour Center
- From those interviews we've had a chance to learn from you the kinds of things that you think people are concerned about when they think of aging, and how your organizations fit in to the Master Aging Plan and play an integral role in creating and completing action items.

# What are you worried about?

1. Getting dementia
2. Running out of money
3. Losing the ability to take care of my home and/or my yard
4. Being a burden on my family and/or my friends
5. Losing mobility (such as not being able to walk)
6. Managing chronic illness
7. Needing nursing home care
8. Living alone

*What are you worried about?*

75% or more of survey respondents worry about these issues, in rank order.

Can see that the major themes of people's worries are around dependency, loss of control, and managing uncertainty.

## What is Orange County doing well?

1. Providing opportunities to stay physically active
2. Providing opportunities for older people to socialize
3. Creating opportunities for meaningful volunteer work
4. Creating opportunities to explore spirituality
5. Providing information about available resources and services for older people
6. Providing access to healthcare
7. Promoting safe neighborhoods

### *What is OC doing well?*

- On the other side, we have a leg up on some concerns and addressing some issues. These are the items that at least 50% of survey respondents think OC is doing a great job at.
  - Providing opportunities to maintain health and to find meaning, as well as providing resources.
- Some of your own organizations may have a hand in providing these services.
- At the same time, one-third of residents are still unaware of many available resources on average. Communicating what is available will be an important consideration moving forward.



- So what do we do next? What do people want to see?
- We've been working hard to compile and analyze all of this data and create what we think would be the most meaningful work groups.
- The work groups will come together as a group of experts and interested citizens, study an issue, and formulate the goals, objectives, and strategies for implementation that will guide us for the next 5 years.
- Essentially, the work groups do the heavy lifting to create our Master Aging Plan.

# Organizing for Action

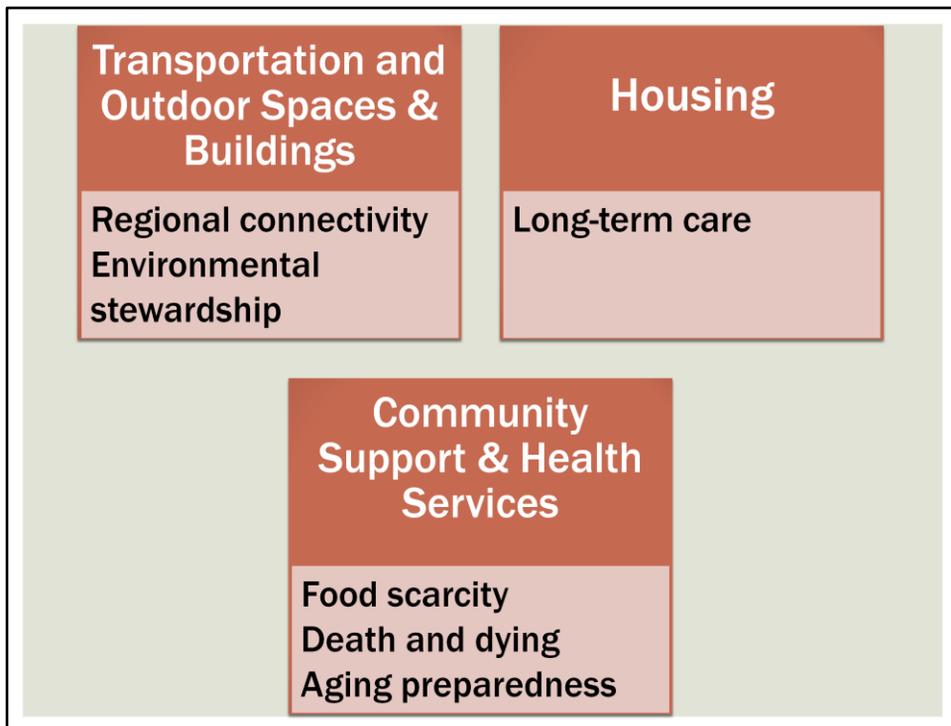
## AARP and WHO Framework

1. Transportation
2. Outdoor Spaces & Buildings
3. Housing
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Community Support & Health Services
8. Communication & Information

## Proposed Work Groups

1. Transportation and Outdoor Spaces & Buildings
2. Housing
3. Social Participation and Respect & Social Inclusion
4. Civic Participation & Employment
5. Community Support & Health Services

- You all learned last time about the AARP and WHO framework of age friendly cities. Our capstone team did a great job of outlining what these domains look like and illustrating how they impact community members. Under each domain in the AARP and WHO framework are standards that we want to aspire to.
- With guidance from the AARP/WHO framework combined with the data we've heard, we're proposing that we collapse these domains into 5 work groups.
  - Transportation and Outdoor spaces/buildings will be one. While there will be some discrete standards for each, what we heard from people was around both was really addressing accessibility, which is why we decided to combine.
  - Housing will stand on its own.
  - Social Participation and Respect and social inclusion have very similar standards already, so will be combined.
- Civic participation and employment will remain a separate work group, as will community support and health services.



- In addition to these standards from the AARP/WHO framework, there are additional standards the data from OC told us that are not included in the WHO and AARP domains. These are things that will be folded into each of the 5 domains
  - In transportation and outdoor spaces and buildings is Regional connectivity – so creating systems that allow for a more seamless transfer from one system to another, or even from one county to another.
  - Environmental stewardship also falls into this domain. This includes things like using animal waste and providing options for green burial.
  - In housing we have long-term care.
  - In Community support and health services is
    - Food scarcity and availability, especially in rural areas.
    - Death and dying, which includes thinking through when, where, and how people die and providing individuals some choice in that.
    - Aging preparedness, specifically addressing stigma and denial and thinking through how people want to age.

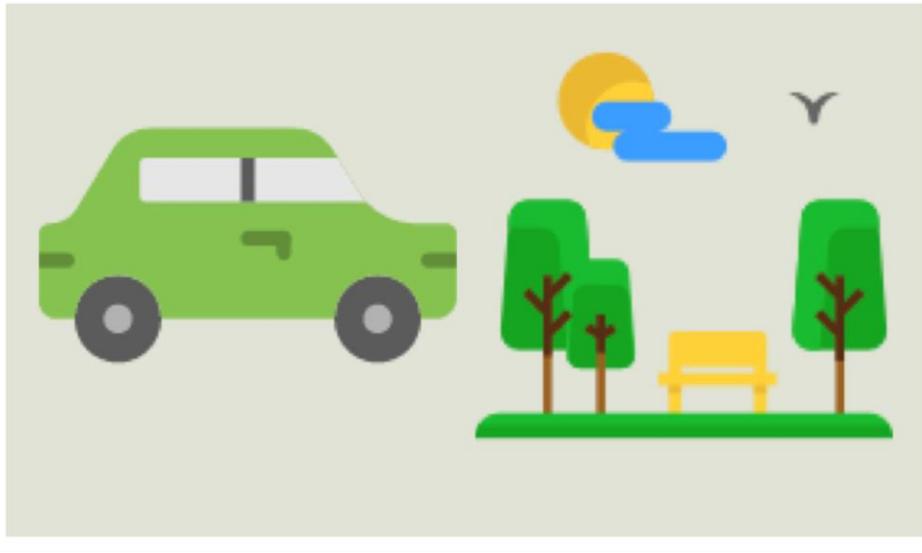
# Work Groups

## Cross-Cutting Issues

- **Communication and information**
- **Diversity of older population (income levels, urban/rural, race/ethnicity, wellness/disability, sexual orientation)**
- **Intergenerational opportunities**
- **Including older adults in solutions**

- There are some cross-cutting issues that we would like all work groups to consider when they are creating their action items.
- As you remember, we need to work on our communication about services and getting information out to citizens about all of these domains.
- Other cross-cutting issues are diversity of older populations (including income, urbanicity, race and ethnicity, wellness and disability, and sexual orientation)
- Intergenerational opportunities (so not singling out older adults, but giving all generations the opportunity to work and interact together)
- And including older adults in the solutions.
  - Last bullet – “I want to stop talking about what we can do for seniors and start talking about what seniors can do for the community.”
- In a few minutes you will get a chance to brainstorm with your tablemates about who needs to “be at the table” for each of the work groups. As the steering committee, we need your input and guidance to develop plans that are logical and feasible to address the ideas that are identified. But first we want to introduce you to some of the content from each domain and one of the facilitators for each work group.

# Transportation and Outdoor Spaces & Buildings



Introduce Heather.

Heather is standing in for Lisa Burley, who will be facilitating the Transportation and Outdoor Spaces and Buildings work group.

## **Transportation and Outdoor Spaces & Buildings**

- **Improve and expand current transportation options**
- **Improve rural transportation options**
- **Create regional transit system**
- **Help with the transition when people give up driving**
- **Improve and increase sidewalks and walkability**
- **Increase outdoor gathering spaces and community gardens and better utilization of resources already in the community**
- **Create multi-generational playgrounds**
- **Increase availability public restrooms and benches**

These are the issues the work group will providing goals and objectives around for Transportation and Outdoor Spaces and buildings.

When looking at the data from Orange County residents, the key issues we heard were around creating infrastructure that allows people to access, navigate, and utilize community resources safely so that older adults can engage in activities. We also heard about improving and increasing opportunities for gathering, play, enrichment, and leisure.

# Housing



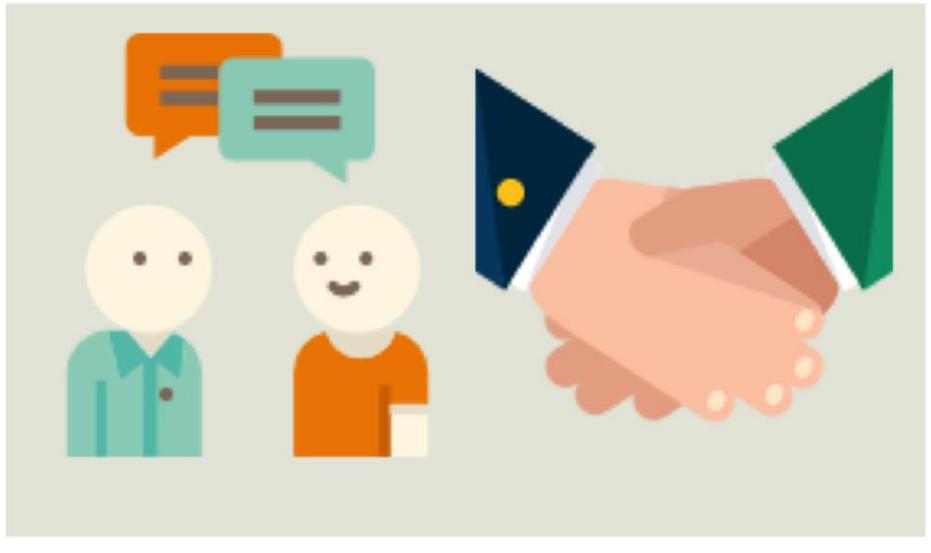
Introduce Cherie.

# Housing

- Increase diversity and availability of housing models
- Improve affordability of housing
- Improve accessibility of current housing and incorporate Universal Design in new construction
- Locate housing near community resources, sidewalks, and transportation
- Assist older adults who have difficulty maintaining their homes safely and affordably
- Provide information on technology that can assist with safety and security in the home
- Improve long-term care options

Housing needs across the county are diverse. The data we found encompass models of housing, cost, safety of housing, upkeep and maintenance, location, and long-term care.

# Social Participation and Respect & Social Inclusion



Introduce Melissa.

## **Social Participation and Respect & Social Inclusion**

- **Build community and cohesion in neighborhoods**
- **Provide more free community activities at locations across the county (not just senior centers)**
- **Improve transportation, hours, and pricing for learning and cultural offerings in the community**
- **Increase educational and enrichment opportunities**
- **Increase social opportunities for a variety of ages**
- **Provide opportunities for younger adults to think about how they want to age**

Social Participation and Respect & Social Inclusion is really focused on building natural supports in communities and neighborhoods, providing opportunities for people to interact and work together regardless of age, making sure older adults are part of the community and able to contribute their skills, interests, and wisdom in meaningful ways, and building partnerships with local universities and other organizations to engage older adults.

# Civic Participation & Employment



Introduce Yvette.

## Civic Participation & Employment

- Provide assistance for finding jobs (e.g., older adult temp agencies, contract labor banks, job fair, résumé help, and paid internships)
- Provide meaningful volunteer opportunities
- Compensate fairly for work
- Address age discrimination
- Support caregivers to work and be involved in the community
- Address general financial concerns associated with aging

Civic Participation and Employment is important because providing employment opportunities for older adults came up in the last MAP, but no previous MAP has addressed this issue. Because it is something that has come up consistently, it is something we want to really elevate in this MAP. What we heard for this domain is focused on working with citizens and employers to create a landscape that provides suitable and meaningful employment and volunteer opportunities for older adults, as well as other ways to contribute.

## Community Support & Health Services



Introduce Mary.

## Community Support & Health Services

- Improve the quality and affordability of in-home and long-term care, as well as respite care and adult daycare
- Expand mental health services in the community
- Provide healthcare advocates to coordinate care and community resources
- Provide someone to talk to about general concerns
- Increase number of dementia-friendly public spaces
- Improve food access, particularly in rural areas
- Provide information about dying with dignity and green burial options

This domain is about decreasing the negative impact of health issues, supports and services needed to mitigate some of the challenges of inevitable health issues so that people can continue to do what they want to do and stay engaged. It involves what we have been calling aging in community services and supports.

# 2017 MAP Work Group Process

## ■ Five Work Groups

1. Transportation/Building and Outdoor Spaces
2. Housing
3. Social Participation, Inclusion and Respect
4. Civic Participation and Employment
5. Community and Health Services

Each Work Group meets five times  
for 2 hours every other week between  
Jan 23<sup>rd</sup> and March 24<sup>th</sup>.

# 2017 MAP Work Group Process

- **Meeting 1: “Where We’ve Been and Where We’re Going”**
  - Review of past MAP accomplishments and barriers
  - Overview of work group process and cross-cutting issues
  - Review domain standards and Orange County feedback
  - Identify important work group subtopics and split into subgroups as needed
  - **Homework:** Research questions: what services/policies exist or are possible in Orange County? Note adequacy, quality, and equity. What more/different is needed?
  
- **Meeting 2: “Barriers and Facilitators of Success”**
  - Subgroups review what they have researched
  - Discussion of what services/policies need protection, need to be improved, and need to be expanded
  - Group brainstorm on possible solutions for each subtopic
  - **Homework:** Identify barriers and facilitators of solution success. Suggest over-arching goal for domain(s) addressed

- **Meeting 3: “Focus on Solutions”**
  - Subgroups review their research findings, select viable solutions
  - Select overarching Goal for domain(s)
  - Group brainstorm on strategies for implementation
  - **Homework:** Research cost and feasibility of strategies
  
- **Meeting 4: “Importance and Feasibility: Drilling Down to Objectives”**
  - Review research findings
  - Turn solutions into objectives
  - Prioritize objectives and strategies
  - Identify lead agency and critical partners for each strategy
  - **Homework:** What will success look like? Research possible indicators
  
- **Meeting 5: “What Will Success Look Like?”**
  - Review research findings
  - Select indicators of success for each strategy identified under each objective
  - Finalize recommendations for MAP goals, objectives, strategies and expected outcomes
  - Submit work to MAP Leadership Team

## Dates to Remember

- **Week of Jan 23<sup>rd</sup> – Work Groups begin**
- **February 23<sup>rd</sup> – MAP Steering Committee Meeting**
- **Week of March 20<sup>th</sup> – Work Groups complete work**
- **April 12<sup>th</sup> – MAP Steering Committee Meeting**
- **May 2017 – BOCC meeting**