

2017-2022 Master Aging Plan: Social Participation & Inclusion Work Group Meeting 1



**Orange County
Department on Aging**
Master Aging Plan

Thank participants for coming.

Agenda

- Welcome!
- Overview of Age-Friendly Communities
- Overview of Master Aging Plan and work group process
- Review of domain and Orange County feedback
- Subgroup discussions
- Debrief and next steps

Here's what we are going to be doing today:

- Introductions
- A brief overview of the age-friendly communities initiative
- An explanation of MAP and a look at what's to come
- Orange County feedback specific to our work group
- Breaking into subgroups
- Discussion of next steps



Welcome!

- Introductions
 - Name
 - Organization, affiliation, or interest (particularly around this work group)

1-2 minute introductions



Orange County is using the World Health Organization's and AARP's Age-Friendly Communities initiative as a framework for the 2017-2022 Master Aging Plan.

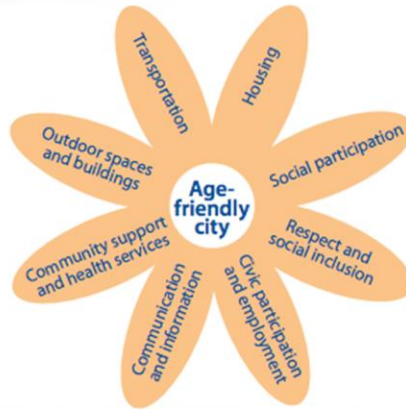
What is the Age-Friendly Communities initiative?

- Started by World Health Organization (WHO) to help cities prepare for rapid aging of population
- AARP is the U.S. affiliate of the WHO initiative
 - Orange County was first in North Carolina to sign on!

- In 2006, the World Health Organization launched its Age-Friendly Cities and Communities Program in an effort to help cities prepare for a rapidly aging population.
 - Older adults and service providers in 35 cities from all continents participated in focus groups to help inform the initiative.
- AARP is the U.S. affiliate of this WHO program and is heading up the initiative here.
- Both WHO and AARP have created networks of age-friendly communities that cities can join to learn from each other.
 - Orange County was the first county in North Carolina to join the AARP network! Since then, Mecklenburg and Wake Counties have joined the national Age-Friendly Community Network and we understand that Durham is not far behind.
 - To date, Matthews, NC is the first city in North Carolina to become an Age-Friendly city. We hope that some of our towns may be interested in joining the network on their own over the coming years.

What are the standards? Why are they important?

Livability Index scores neighborhoods and communities across the U.S. for services and amenities that make it “age-friendly”



- WHO and AARP focus on 8 domains that comprise a community’s age-friendliness. These include: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services.
- AARP also scores communities using a livability index with similar metrics.
 - We will send you the link to the AARP Livability index in the minutes for this first meeting. You can look at scores for each domain by county, city, and even zipcode!
- Additionally, WHO created checklists of essential features as part of its earlier research that communities can use when thinking about would be “exemplary” in each domain. (Provided as Handout)



So what is the Master Aging Plan and how does the Age-Friendly Communities initiative fit into it?

What is the Master Aging Plan (MAP)?

- Strategic planning process conducted every 5 years
- Outlines anticipated need for county government services for aging population
- Community-oriented and collaborative
- Accepted for implementation by the Board of County Commissioners
- Implemented in collaboration with government and community partners over 5 year period

- The Orange County Department on Aging creates the Master Aging Plan as part of its strategic planning process every 5 years.
- The purpose of the plan is to outline anticipated need for the county's aging population and to facilitate cooperation among county, town, and local health and community support providers to meet these growing demands.
- It truly is a work plan that the Department on Aging uses and refers to regularly throughout the 5 years.
- The process is driven by the community. Community members are included in the needs assessment and are present in the work groups.
- Once the work groups create the MAP, it is accepted by the Board of County Commissioners for implementation.
- Once implementation begins, OCDoA staff report implementation status progress to the Advisory Board on Aging quarterly and to members of the MAP Steering Committee annually.



Brief overview of needs assessment

Needs Assessment

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?

We spent the summer and fall hearing from the community. Three questions really guided data collection. These questions are:

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

Who did we learn from?

Data Sources

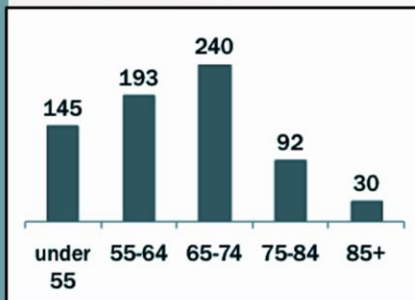
- Surveys
- Focus groups
- Community meetings
- Key informant interviews

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

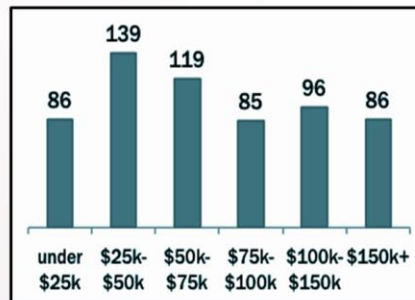
Surveys

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

Age of Respondents

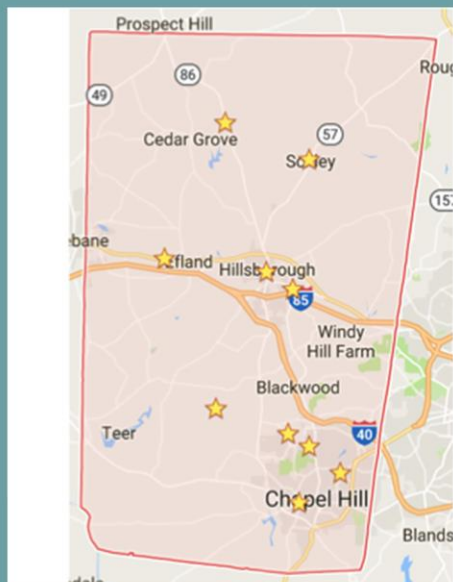


Income of Respondents



- 1,006 people opened with intent to respond
 - 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 English, Spanish, and Mandarin

- 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 that they were 3 hour meetings.
- 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.
 - Participants also voted on what they thought the most important aspects of each age-friendly domain were, based on WHO's Checklist of Essential Features of Age-Friendly Cities (http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf).

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 heard from leaders from across the county! The Director of the Department on Aging held 26 interviews with 34 leaders.
 - Government – all mayors, all town and county managers, Triangle J, county commissioner, nearly all county department heads
 - Health care – UNC hospital, Piedmont Health, Duke Primary Care, Cardinal Innovations
 - Religious organizations – Orange Congregations in Mission
 - Community Services – EMS, Sherriff, Transit, Libraries
 - Other – UNC School of Public Health, AARP, UNC Community Relations, Friends of the Seymour and Passmore Centers
- From those interviews we had a chance to learn about the kinds of things that county leaders think people are concerned about when they think of aging, and how their organizations fit into the Master Aging Plan.

What are you worried about?

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

- 75% or more of survey respondents worry about these issues, in rank order.
- 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 active
2. Providing opportunities for older adults to socialize
3. Creating opportunities for 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

- We also have a leg up on some concerns and addressing some issues. These are the items that at least 50% of survey respondents think Orange County is doing well.
 - Themes: providing opportunities to maintain health and to find meaning, as well as providing resources.
- At the same time, one-third of residents reported that they are unaware of many available resources. Communicating what is available will be an important consideration moving forward.

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

Orange County 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

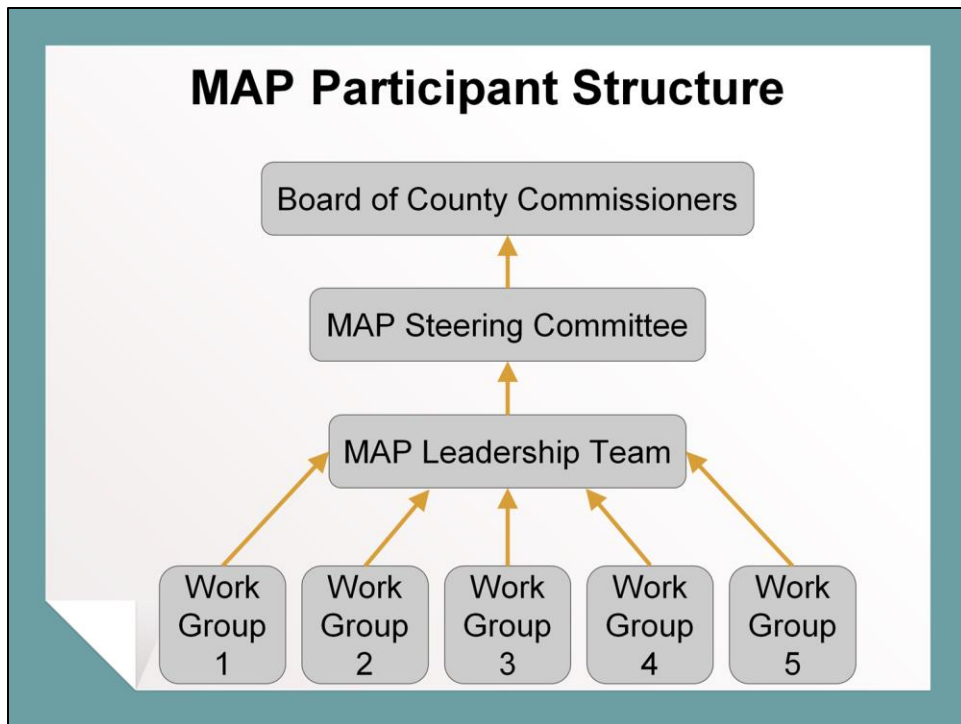
So what did we do with all of that data?

- We compiled and analyzed it to create five meaningful work groups with guidance from the AARP/WHO framework. Based on that, we collapsed these domains into 5 work groups.
 - Transportation and Outdoor Spaces/Buildings are in one work group. While there will be some discrete standards for each subgroup, what we heard from people around each was really about addressing accessibility, which is why we decided to combine them.
 - 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.
- The work groups are a group of experts and interested community members who will come together to study the issues and formulate the goals, objectives, and strategies for implementation that guide us for the next 5 years. They are the real creators of the Master Aging Plan.

Cross-Cutting Issues

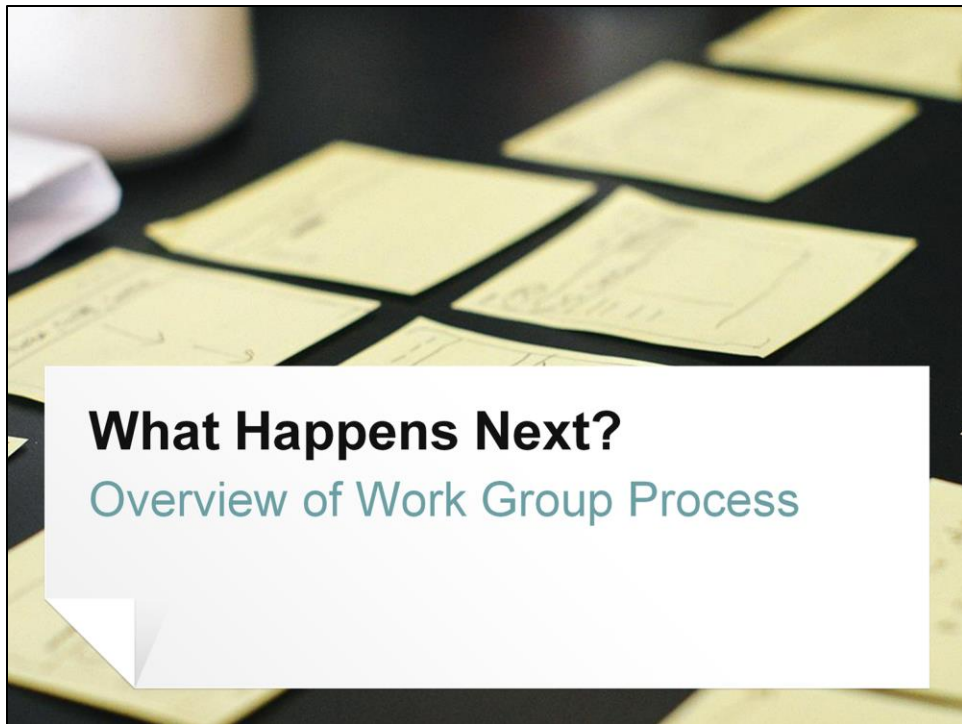
- Communication and information
- Diversity of older population (income levels, urban/rural, race/ethnicity, wellness/disability, sexual orientation)
- Intergenerational opportunities
- Social isolation
- Including older adults in solutions

- 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);
 - Addressing social isolation; and
 - Including older adults in the solutions.
 - Comment from community meeting participant: “I want to stop talking about what we can do for seniors and start talking about what seniors can do for the community.”



This is the structure of MAP participants.

- The 5 work groups will create their own sections of the Master Aging Plan.
- Each work group is being facilitated by a member of the MAP Leadership Team, primarily made up of representatives from the Orange County Advisory Board on Aging, OCDOA program staff, consultants, and students. The MAP Leadership Team meets on the weeks the work groups do not. The Leadership Team shares progress from their work groups to ensure we are all on track and not being redundant.
- The MAP Steering Committee is made up of the directors and heads of the organizations that many work group members come from. We report progress to the Steering Committee and they sign off on the final MAP to make sure what we come up with is feasible.
- Finally, the MAP goes to the Board of County Commissioners for their acceptance.



What will the next five meetings look like?

Meeting 1: “Where We’ve Been and Where We’re Going”

- Overview of work group process and cross-cutting issues
- Review of past MAP accomplishments and barriers
- Review domain standards and Orange County feedback
- Identify important work group subtopics and split into subgroups
- **Homework:** Research questions - What services/policies exist or are possible in Orange County? Note adequacy, quality, and equity. What more/different is needed?

Each meeting will have a focus and specific tasks. During the week we do not meet, we ask that team members spend a little time doing research to report back to the team.

This week we will be talking about where we’ve been and where we’re going.

Meeting 2: “Building on What We Have”

- Subgroups review what they have researched
- Discussion of what services/policies need protection, need to be improved, and need to be expanded
- Group brainstorm for goal statement
- **Homework:** Identify barriers and facilitators of solution success. Suggest overarching goals for domains addressed.

Meeting 2 will be focused on building on what we have in the County.

Meeting 3: “Focus on Solutions”

- Subgroups review their research findings and select viable solutions
- Select overarching goals for domains
- Group brainstorm on strategies for implementation

Meeting 3 will focus on solutions.

Meeting 4: “Drilling into Objectives ”

- Subgroups review research findings
- Organize solutions into objectives
- Prioritize objectives and strategies

Meeting 4 will be used to create objectives.

Meeting 5: “What Will Success Look Like?”

- 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

At the end of meeting 5, we will have final goals, objectives, strategies and outcomes to submit to the leadership team. From there, the leadership team will create the 2017-22 Master Aging Plan.



This work group is Social Participation and Inclusion and is really focused on 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 organizations to engage older adults.

Discussion Ground Rules

- There are no bad ideas or solutions.
- Participate! We want to hear from everyone.
- Listen respectfully to others.
- Mind the allotted time on the agenda.
- Use plain language (limit acronyms and jargon).
- Assume best intentions.
- Other rules?

Before we get started, it'd be great to set some ground rules. Everyone comes with a diverse perspective and experience, so it is important that we are respectful of each other and that everyone gets a chance to speak.

Past Accomplishments and Barriers

- Hired bilingual social worker to support the inclusion of Mandarin-speaking older adults in senior center programming and Aging Transition services.
- Weekly Spanish social club started to better include Spanish-speaking older adults in senior center activities.
- LGBTQ Social Club started in 2013; group chose to disband in 2015 because goals were met.

We made great strides around inclusion in our last MAP.

- Hired bilingual social worker
- Started a Spanish social club
- Started a LGBTQ social club, which disbanded after 2 years because they felt their goals were met.

Past Accomplishments and Barriers

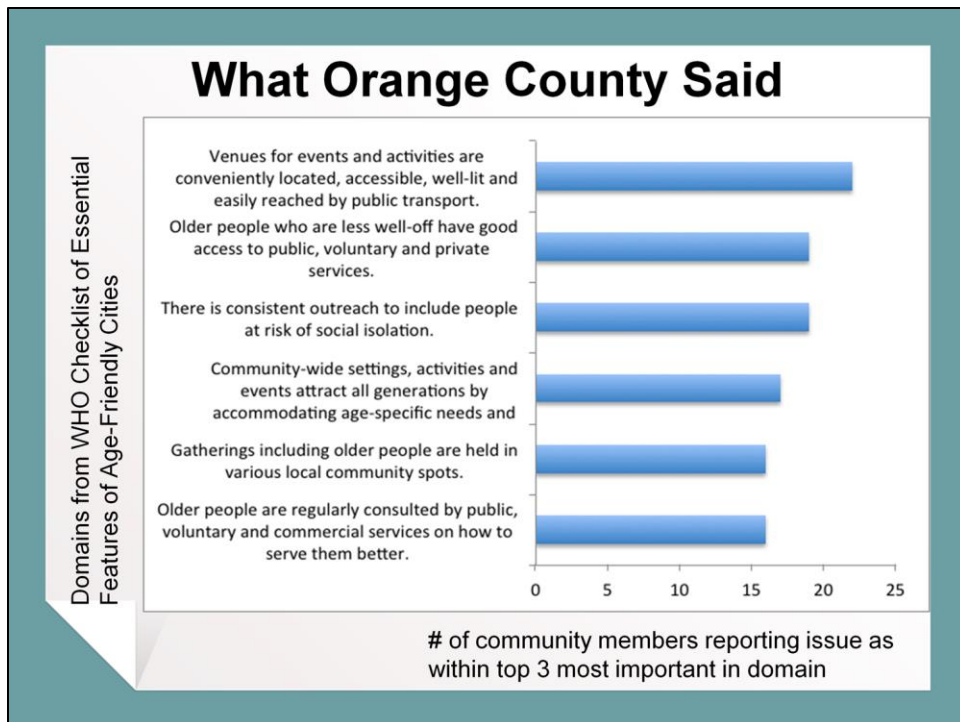
- Quarterly Senior Times lists all educational programs offered at the centers. Press releases are sent out about one-time special opportunities.
- Planned to develop relationships with faith-based community in hopes of coordinating education at their sites, but did not implement.

- The Senior Times continues to be a source of information for the community around what is happening at the senior centers. We also utilize press releases for one-time opportunities.
- Finally, though we had planned to expand programming to faith-based sites, this was not implemented.

What Orange County Said

- 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

- This is a summary of what we heard about Social Participation and Inclusion during our community meetings.
- Can see that people talked about creating community cohesion, increasing programming and access, and including people of all ages in activities



We also asked participants at the community meetings tell us what parts of the WHO Checklist of Essential Features of Age-Friendly Cities wasa most important to them for each domain. For Social Participation/Respect and Social Inclusion, results were focused on programming and outreach.

What We'll Be Doing

- Subgroups
 - Programming
 - Outreach
- Building off [Age-Friendly Manitoba checklist](#) (pages 5 and 6)

As a result, we've decided to break into 2 subgroups. Subgroups will be building off of Manitoba's (<http://www.ifa-fiv.org/wp-content/uploads/2015/03/6-AF-Checklist-Prince-Edward-Island.pdf>) checklist and tailoring it to Orange County.

Specific Issues for Subgroups

Programming

- Expand senior centers
- Improve transportation, hours, and pricing for learning and cultural offerings
- Increase educational and enrichment opportunities (inside and outside of centers)
- Provide more intergenerational programming

Outreach

- Expand dementia-capable communities/Dementia Friendly Business initiative
- Build community cohesion
- Outreach to baby boomers
- Connect with faith-based communities
- Expand ties with media
- Combat social isolation

Here are specific issues to consider in each subgroup, as reported by community members and Senior Center experts.

Questions to consider in your subgroup today: What are the key issues/what should we prioritize? What do we already have in place? Are there programs or services missing? Are there programs or services we can build upon? What needs to be protected or expanded? What programs or services need to be added?

Homework

- Choose one or more issue from your subgroup.
- Research services, program, and policies that exist or could possibly exist in Orange County.
- Record on handout.
- Note:
 - Adequacy - how well does it meet demand?
 - Efficacy or duplication - is it being or can it be provided elsewhere?
 - Equity - are there availability issues related to cost, location, etc.?

Be thinking about what issue you would like to research more for your homework.



5 minutes to choose. 45 minutes for discussion.

Reconvene and Whole Group Discussion

- What are the key issues you would like to address?
- Who is missing from this work group?

30 minutes to debrief

Thank You!

- Look for an email in the next few days with:
 - The notes from this meeting;
 - Electronic copy of the homework;
 - Copy of PowerPoint slides; and
 - Asking if you need any help with resources or research.

**Next Meeting: Thursday, February 9
from 9-11 a.m. at the Seymour
Center**