ORANGE COUNTY MASTER AGING PLAN

2019-2020	MAP Implementation Matrix: Year 3

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

Orange County Master Aging Plan Implementation Matrix: Year 2: 2018/19

Outdoor Spaces & Buildings Workgroup

Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.
Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.
Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Transportation Workgroup

Objective 2.1: Expand availability and improve transportation options for older adults.
Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.
Objective 2.3: Increase access to transportation information and travel training.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Housing Workgroup

Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).
Objective 3.3: Modify and repair existing housing for safety and accessibility.
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.
Objective 3.6: Support Orange County residents to age in community.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Social Participation and Inclusion Workgroup

Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.
Objective 5.1: Ensure a welcoming, inclusive, and livable community.
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.
Objective 7.1: Increase awareness and use of available health and wellness resources.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Civic Engagement & Employment Workgroup

Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.

Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.

Objective 6.3: Promote the value of an experienced workforce to local employers.

Objective 6.4: Expand enriching volunteer opportunities for older adults.

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

Community Support & Health Services Workgroup

Objective 7.2: Expand services to help older adults age in their homes and communities.

Objective 7.3: Improve collaboration between medical providers and OCDOA.

Objective 7.4: Address the problem of food insecurity among older adults.

Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.

Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.

Objective 6.4: Expand enriching volunteer opportunities for older adults.

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

Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.

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

Communication and Information: All Workgroup + OCDOA Communication Dept.

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

Outdoor Spaces and Buildings Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.					
Strategy 1.1.1: Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	Attending 10/9 meeting: • Parks and Rec representatives from CH and Mebane • Two representatives from workgroup			
1.1.1c. Increased communication from and to nature-related organizations regarding natural areas and other public outdoor spaces is achieved through town Planning and Parks and Recreation Departments.	OCDOA	Ongoing Identified two additional email listservs that can be forwarded to the workgroup members			
Strategy 1.1.2: Provide both traditional and innovative means of monitoring and reporting maintenance issues about the condition of outdoor spaces and public buildings.					

1.1.2a. A variety of systems are available to the public to report maintenance issues.	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA	Already available in Carrboro, Chapel Hill, Hillsborough			
1.1.2b. Staff are assigned to respond to public building maintenance requests, with status updates and explanations for actions taken/not taken.	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA	Work order system and policies in place to respond to email requests already in place			
1.1.2c. Training programs on using monitoring and reporting systems are provided at OCDOA.	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA	Identified places to share information related to the systems currently in place to report: • Advisory Board meeting • Senior Times • Pertinent OCDOA classes, especially Tech Team classes			
Strategy 1.1.3: Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.					

1.1.3a. At least one older adult is on every county and town Advisory Board that has input on outdoor spaces and buildings.	Advisory Board on Aging, OCDOA	• Older adults already sit on many boards. Working to identify all the boards and learn about their membership policies. Will advocate for designated spot for older adults if not already in place. • Hillsborough Parks and Rec board is moving to a 10-member board with designated spots (one 55+ and one teen) - approved in June, recruiting now. • County positions are by township. Identified as an opportunity for advocacy. • Carrboro board has representative positions from seniors and teens.			
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	• Currently happening through Aging Advisory groups. • Project EngAGE could create an SRT for outdoor spaces advocacy group which can look at elected official agendas for important issues and attend meetings to represent interests of older adults.			

Outdoor Spaces and Buildings Workgroup   Year 2: 2018/19

Strategy 1.1.4: Increase awareness on the part of older adults about design/planning standards and guidelines relative to outdoor spaces and public buildings.					
1.1.4a. Presentations to groups with large numbers of older adults (e.g., nature groups, talks at senior centers, and residential groups) on standards and guidelines are made by county and town planning departments at least annually.	Orange County and town Planning Departments, DEAPR, and OCAMS, with support from the OCDOA	Ongoing • Considering presenting meetings such as Project Engage or OCDOA Advisory Board. These representatives can disseminate the information to others.			
Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.					
Strategy 1.2.1: Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.					
1.2.1a. Suggestion boxes are located in natural areas to solicit feedback from the public.	DEAPR, OCDOA, OCAMS	Not feasible for public spaces – better ways to get feedback			
1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.	Outdoor Spaces Group members; Aging & Wellness; Student Groups/ Interns organized by OCDOA	Ongoing through OCDOA and Carrboro, e.g. guided nature walks			
1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.	OCDEAPR/Town of Hills/OCDOA	Ongoing • Parks closed 30 minutes after sunset • Tennis courts, ball fields • Ongoing lighting update downtown HSB • CH-lighting audits completed			

1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.	OCDOA/ OCDEAPR	• Promote Park locator Maps in ST initially • Promote specific parks in ST			
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	• We've been promoting searchable locator map this for last six months. • More training for staff, especially the Seymour Tech team • NC Wildlife has information about handicap accessibility (could add this information to the class as well)			
1.2.1g. Maps of trails with locations of benches are available at the entrance to natural areas.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough			
1.2.1h. Signs/trail markers are added at intersections of longer trails.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough			
Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.					

1.2.2a. An inventory is created that details the number of missing sidewalks and includes a map of these sidewalk gaps.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	- Can bring to the Active Living Collaborative, UNC group currently regrouping - Identified by each municipality. Already have a sidewalk map and priority areas (HSB does). - Gaps are difficult to map and address but can explore other options such as partnering with transportation department to address county areas and shared use paths (ETJ). - Can also explore where schools and other public buildings are placed in the future to maximize sidewalks and transport systems (e.g., HSB students must walk home without sidewalks).			

1.2.2b. An inventory is created of the county's crosswalk network (including details on the following features: countdown time, flashing beacons, voice warnings, etc.) and gaps identified during the inventory process are remedied.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	Identified by each municipality already			
1.2.2c. Maps are available that show completed sidewalk routes within the towns of Chapel Hill, Carrboro and Hillsborough.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	Identified by each municipality (HSB Connectivity Plan, find out what CH and Carrboro has through Public Works).			
1.2.2d. Internship opportunities are created with university students to help complete the work.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	• Sustainability coordinator had an intern to identify OC park maintenance. • Hillsborough also had an intern.			
Strategy 1.2.3: Explore innovative design materials when constructing new sidewalks to improve usability for older adults of all abilities.					

1.2.3a. The use of new materials, such as glow in the dark sidewalk paint, is encouraged to enhance usability of sidewalks for older adults.	Town Public Works departments	• NCDOT standards are being used for crosswalks (e.g., retroreflective paint). • Glow in the dark paint is bad for the environment – does not comply with the town's chemical standards • Suspended			
1.2.3b. A pilot program is conducted to find best practices for using innovative materials.	Town Public Works departments	See above - suspended			
Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.					
1.2.4a. The number of areas without manmade constructions obstructing nature is increased.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• New natural areas: Blackwood and Brumely Forrest, Moorefields, Hollow Rock, MLK Park • Started: MLK, Hillsborough Exchange			

1.2.4b. Permeable surface paving options (e.g., porous types such as that used in the NC Botanical Garden parking lot) are used in new paving done in natural areas.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Always under consideration and weighing • Something to discuss with planning • Permeable paving does not work well with red clay soils – more costly to install drainage system underneath permeable paving • Whitted building in HSB is an example of innovative storm water control			
1.2.4c. Intergenerational outdoor spaces and activity stations are established at the senior centers.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Senior Center gardens • Grants available • Consider adult play equipment (e.g., swings) • Included in MLK park plan • Bocce at SportsPlex • Concern that people will not use the equipment			

1.2.4d. New developments are mandated to include small-scale parks.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Ongoing - Driven by local ordinances • Can investigate what is currently mandated and what changes can be made through Town Unified Development Office (UDO). • CH and HSB have active recreation requirement – there are several different ways to reach these mandates.			
1.2.4e. At least one bus stop in each town is converted into a wellness stop/integrated garden.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Seymour Center to investigate the possibility of updating their bus stop with the renovation/addition (example – Charlotte AARP challenge grant) • Meditation poster at bus stops • County building at River Park next to rain garden under construction • Hillsborough putting in covered shelters with solar panels this year • Little free library			

Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.
Strategy 1.3.1: Review design and construction regulations and standards to ensure that built environments are accessible and easy to visit.

Outdoor Spaces and Buildings Workgroup   Year 2: 2018/19

1.3.1a. Existing public spaces are reviewed for compliance with Americans with Disabilities Act (ADA) standards and feedback is provided to county and town Planning Boards.					
1.3.1b. New design regulations and standards are created as needed.	Orange County and town Planning Departments, Orange County Disability Awareness Council	Ongoing			
1.3.1c. In historic districts or circumstances where it is not feasible to provide ADA access per code, alternative means of ensuring access to structures and safe places to cross streets (e.g., move street crossings to other areas, wayfinding for disability access) are sought by towns.	Orange County and town Planning Departments, Orange County Disability Awareness Council	• Not feasible for workgroup • Planning or Public Works already does this for public spaces • Private and public spaces are different. For example, sidewalks are ADA but entry way into buildings is not or parking spots are ADA but park trails are not ADA.			

Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.

1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public transportation, such as benches and bus shelters.	OCDOA	Received a grant to add covers to stops at the OPT circulator route		

Outdoor Spaces and Buildings Workgroup   Year 2: 2018/19

Transportation Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 2.1: Expand availability and improve transportation options for older adults.					
Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from OPT	• Received 2-year renewal of Grant Funding from Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the "Senior Transportation Expansion, Assessment and Mobility Management Project (STEAMM)"			
2.1.1b. Increased number of volunteer drivers.		• Recruited 3 new volunteer drivers. 1 driver retired with a net gain of 2 new drivers • 9 active drivers total			
2.1.1c. Increased ridership.		Volunteers drove 80 one way trips, up from 50 one way trips Y2Q4.			
Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.	OCDOA, with support from CHT and OPT	• Appropriations from dismantled Light Rail Transit money will go to local counties/ communities to decide what to do with buses and expansion. • In the OUTBoard-TAS meeting, learned OCPT and other partners are evaluating priorities for the coming year to decide where to best use the light rail money			
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.		EDTAP program continues to be promoted at Senior Centers, and through Transportation helpline			
2.1.2d. Same day service to urgent care appointments is established.	OCDOA, CHT, OPT	• OPT is working on a same-day service Uber/Lyft model program. • Survey was sent to all OC departments and OCPT partners. Now analyzing survey results and create a proposal			
Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.					
Strategy 2.2.1: Establish a medical transportation work group that meets quarterly with representatives from transit, health, and aging services focused on improving coordination of medical transportation and other issues.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
2.2.1c. Older adult riders are able to travel from Orange County into neighboring counties for medical appointments and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT	• OCPT and CHT are in conversation to identify transfer points between their services. • Planning for dispatch coordination of a two part ride to be handled by the services, not the customer.			
2.2.1e. A pilot program is created for training medical appointment schedulers to help transit dependent patients with ride reservations to follow up appointments.	OCDOA, CHT, GoTriangle, OCPT, Duke Health, UNC Healthcare	3 care managers have joined the Medical Transportation sub-workgroup			
Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.					
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.		Working with Durham Access and CHT Easy Rider program to streamline two-part ride requests. Have developed a way to create a "subscription" for routine two-part ride requests.			
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.	OCDOA	VDP riders are asked about their emergency plans when they enroll in the program.			
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.	OCDOA, CHT, OCPT, GoTriangle	An electronic version of the Transportation Decision Tree is in development – with two iterations brought to the MAP meetings for review. When finished, it will be maintained on the OCDOA website with links to CHT and OCPT websites.			
2.3.1b. Easy to read user guides are published and regularly updated.		Technology request approved to purchase Adobe Acrobat Pro as support for the Transportation Specialist to create easy to read materials needed to run programs that support the Master Aging Plan and MPO grant			
2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.	OCDOA, with support from OPT, CHT, and public libraries	Transportation tabling continues 1x each month at each senior center (~11-18 people reached/month).			
2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.	OCDOA				

Transportation Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.					
2.3.2c. Travel training for new bus riders is offered on a regular basis.	OPT, CHT, OCDOA	• Bus Trip to DPAC 8/19 (6) • Bus Trip to Morehead Planetarium 8/21 (10)			

Housing Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.					
Strategy 3.1.1: Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.					
3.1.1a. A Housing Task Force is developed.		MAP is an active member of the Affordable Housing Coalition			
3.1.1b. A list of state and local polices to target is created and changes are recommended.		DONE			
Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).					
Strategy 3.2.1: Advocate for incentives and financing that encourages affordable and age- friendly housing development, both conventional and innovative.					
3.2.1a. Additional public-private partnerships are developed to increase affordable housing options for older adults.	OCDOA/ Advisory Board/ UNC Partnerships in Aging Program (PiAP)	Working with Self-Help to consider senior housing as a part of the new Homestead Mixed use development			
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.					
3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA/ Advisory Board, OC Housing Dept, UNC Partnerships in Aging Program	Kick off LINK: Linking Generations in the Northside Community			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.2.1d. One site for development of age-friendly housing is identified in each of the Orange County jurisdictions: Carrboro, Chapel Hill, Hillsborough, and the county.	OCDOA, OC Housing Dept	DONE			
3.2.1e. Tax incentives are created that encourage accessible housing design and repair.		Identify feasibility for this and possible alternatives if not feasible			
3.2.1f. OCDOA is consulted with by developers and financers at the conceptual stage to ensure home and neighborhood designs are age-friendly.	OCDOA/ UNC Partnerships in Aging Program (PiAP)				
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	DONE			
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	Advocated for senior housing in the new UNC Healthcare development and the new SelfHelp initiative on Homestead			
Objective 3.3: Modify and repair existing housing for safety and accessibility.					
Strategy 3.3.1: Increase and expedite repairs and modifications of existing housing.					

Housing Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.	OC Housing	DONE			
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	Currently working to connect with planning department. Multiple attempts made to connect.			
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		OCHPC continues to identify collaborations among home repair organizations, partnering to make jobs more effectively completed.			
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	OCHPC has increased actions taken on specific cases and have begun tracking when and how long action is taken.			
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Working to track this through OCHPC			
3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.		Not feasible. Handy Helpers program is alternative.			

Housing Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	No consultations this quarter.			
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.					
Strategy 3.4.1: Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.					
3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially "missing middle" housing (i.e., duplexes and small scale apartments with courtyards).	OCDOA	No programs this quarter			
3.4.1b. Aging Readiness Campaign is created with yard signs, interactive websites, and resources that can help older adults and family members plan for their future housing needs.		• Aging in Community series • Knowledge and info for resources available and help people think now about future housing needs			
3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.		Housing preservation group to consider			
Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC Planning Department	Connected with Planning Department Representative at Steering Committee meeting who was interested and open to this, have not been able to connect since.			
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		Contingent upon connection to planning department			
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		Contingent upon connection to planning department			
Objective 3.6: Support Orange County residents to age in community.					
Strategy 3.6.1: Create and fund a new OCDOA housing specialist position to educate, activate, and coordinate the community in achieving MAP housing goals.					
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA				
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.					
Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.					

Housing Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2a. Network of repair/remodel organizations is developed.		DONE – OCHPC – with support from SEEA grant, currently developing online database to maximize collaboration			
3.6.2b. Collaboration coordinator is selected.		DONE – PostDoc position			
3.6.2c. Representative from each organization is designated to network.		Not officially designated, but representatives from each org are regularly attending and participating. (Done – essentially)			
3.6.2d. Referrals are increased across organizations.		Referrals are being tracked in database and through Home Preservation Meeting, referrals have increased.			
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		This is increasing and being tracked through OCHPC database.			
3.6.2f. More comprehensive repairs are provided to residents.		• SEEA Grant funds Home assessment manager to more comprehensively identify needs of residents • Increased robustness of Handy Helpers program completing more repairs than ever before.			

Housing Workgroup Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.		• OT student collected oral histories of home repair experiences. • SEEA Grant evaluation will also include well-being assessment after home repairs are provided. • Handy Helpers will also begin including further evaluation of meaningful change after home repair.			
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		• SEEA Grant increased funds for partners organizations (OCDOA, Habitat) by 5000 per year. • Collaborations are happening across the OCHPC to complete various levels of repairs (major rehab to minor home repairs) - tracked through the SEEA grant evaluation.			
3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.		Have offered training/resources to RTT Home Assessment Manager, increased marketing of Handy Helpers, and Improved referral processes for residents and employees to connect with OCHPC.			

Housing Workgroup   Year 2: 2018/19

Social Participation and Inclusion Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.					
4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.	OCDOA	Ongoing			
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Ongoing Upcoming events: • Latino Health Fair on Sunday, Nov 3 • Latina Breast Cancer Awareness event in Oct • Coalitions planning Muslim Identity Panel and Language Justice Summit • Health Equity Council hosting Gender Identity Panel discussion and Community Forum to share community health assessment results next spring			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.	OCDOA	Ongoing			
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA	Ongoing Held kick-off event 9/9 for LGBTQIA+ community to gather information related to programming needs. There were 28 participants.			
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	Seymour Center expansion construction to begin soon, currently waiting for permits.			

Social Participation and Inclusion Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA	• Senior Day Event in Sept at Cedar Grove was well received (87 attendees) • AF exercise class attendance increase (14 attendees) at Cedar Grove CC			
4.1.2c. More people participate at the senior centers.	OCDOA	↑ - Seymour ↑ – Passmore As compared to previous year at the same time.			
4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and space.	OCDOA	Community Center space is being more intentionally used for Senior programing (Cedar Grove, Efland)			
Strategy 4.1.3: Create more opportunities for intergenerational programming.					
4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).	OCDOA	Held intergenerational Ice Cream Social event in honor of National Grandparents Day (15 attendees)			

Social Participation and Inclusion Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).		Ongoing with OC sheriff office			
4.1.3c. More young people are involved in senior center programming.		Ongoing			
Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.					
4.1.4a. Awareness of availability of scholarships/fee reductions is increased.	OCDOA	Shared scholarship information at following events: Intergenerational SRT, Faith-Outreach, Geriatric Internal & Family Medicine Introductory Mtg, LGBTQ Mtg			
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	**Seymour**: Fit Feet -2 Fitness Room – 7 Fitness Classes – 0 SC Education – 0 **Passmore**: Fit Feet – 1 Fitness (SportsPlex)– 4 Exercise Classes – 1 PC Education – 3			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA	Current demand is adequately met			
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.	OCDOA	Ongoing			

Strategy 4.1.5: Create a "Senior Center Without Walls" project for older adults who are unable to leave their homes but want to participate in senior center activities.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	• Survey to assess interests and appropriate communication methods (e.g. TV vs internet) was completed with SALT. Results reviewed with workgroup. • Survey created to ask SALT community asking about library resources and interest is going out now. Expect back in Nov (e.g., asking about interest in checking out the preloaded Kindles). • Workgroup discussed new idea, a phone-based social group, which is used successfully by other groups. Plans to pursue. Will reach out to group currently running this program to learn more. • Continuing to support In Praise of Age. One additional program has been taped and more are scheduled (e.g., ID theft). Currently working on expanding access to People's Channel as Hillsborough currently does not receive. Need to add YouTube Channel to website and reduce other barriers.			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.5b. Funding is secured to implement the program.	OCDOA				
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	2 cameramen have been trained.			
4.1.5d. A YouTube channel is created with an available queue of options.	OCDOA	Completed.			
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA	Completed VHS transfer to DVD. Copy at each center. Staff will have a list of topics with year that video was produced. Will be advertised in Winter issue of the Sr Times.			
4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA				
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 once per year.	OCDOA	• Upcoming trainings: • Walk the Talk by Health Department • Diversity, Equity, Inclusion training OC all employees			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.1b. Signage at OCDOA is welcoming and inclusive to all.	OCDOA	• Ongoing • Fall issue of Senior Times added logos to identify special events. Heart = appropriate for Memory Care partners and Intergenerational. Future events should include LGBTQ+ indicator. • LGBTQ+ welcome graphic added to the OCDOA website • Communications specialist requested non-discrimination language be added to OC website and it has recently been added. Will continue to encourage more inclusive language.			
5.1.1c. Clientele is surveyed to learn what languages would be most important to include on signs and forms. Signs and forms are adjusted to reflect that data.	OCDOA	• Workgroup member from Piedmont Health talked with Latino senior center groups and reported their requests to the workgroup for consideration. • Explore if it is possible to identify languages of programs in Senior Times. • Immigrant and Refugee Health Program is completing a Community Health Assessment including focus groups and online and door-to-door surveys.			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.1d. Senior centers are attended by older adults from diverse groups.	OCDOA	• Ongoing • For those registering for the first time: Passmore Center shows a slight increase in the Latinx over the previous year; Seymour shows slight decreases in all diverse groups.			
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	• Ongoing • Piedmont Health, Latino and Refugee Health Coalition, SAGE, visual impairment, cognitive impairments.			
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).	OCDOA	• Ongoing • Communications sharing events with Spanish-speaking groups. Will continue to think about expanding Spanish-speaking capacity within OCDOA, potentially reach out to new Spanish-speaking Project EngAGE volunteers.			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.2b. OCDOA staff work with these groups to find out what services and programming they are most interested in, and those services are provided.		• Ongoing • Held kick-off event 9/9 for LGBTQIA+ community to gather information related to programming needs. There were 28 participants. • Workgroup member from Piedmont Health talked with Latino senior center groups and reported their requests to the workgroup for consideration. • Immigrant and Refugee Health Program is completing a Community Health Assessment including focus groups and online and door-to-door surveys.			
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	• Ongoing • Immigrant and Refugee Health Program to provide OCDOA with hard copies of any of the Community Clinics Brochures (6 languages). They are also posted on webpage: http://www.orangecountync.gov/304/Immigrant-Refugee-Health			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Increasingly slowly			
Strategy 5.1.4: Improve accessibility within the senior centers.					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	Ongoing			
5.1.4b. Funding is secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.	OCDOA	• Soap dispenser in bathroom has been moved to accommodate mobility needs. • Slope and additional mobility concerns in the front of the Seymour Center will be addressed with new construction.			
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		Working with representative from visual impairment group.			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.	OCDOA	• Ongoing • Will explore ways to make people more aware of available equipment and creation of accessibility kits to help with communication (e.g., magnifying glass, hearing amplifier). • Captioned phones now available in both Senior Centers. Will explore signage to increase visibility.			
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations	Ongoing in Senior Times and some program flyers.			
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	• Ongoing • Possibility for Latino group at Passmore, need a leader. • Exploring new telephone-based social group (see 4.1.5a)			
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	• Ongoing • Welcome program can help facilitate this.			
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Ongoing			

Social Participation and Inclusion Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Ongoing (see above)			
5.2.2e. A welcoming program is created at senior centers for new members.	OCDOA, Cardinal Innovations	• Will revisit creating a peer-to-peer ambassador program to help provide tours, Senior Times 101, and a list of contacts that can help introduce new people to groups based on interests. Previously executed though Friends organization. • Busy Bodies (twice weekly) at Passmore is on-going Welcoming Group.			
5.2.2f. A "Meet Your Neighbor" or "Bring A Friend" day is held quarterly, during which members are encouraged to bring others to the senior center.	OCDOA	• Ongoing • Newcomer social meets is held quarterly at the Seymour Center			

Social Participation and Inclusion Workgroup   Year 2: 2018/19

Civic Participation and Employment Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.					
Strategy 6.1.1: Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA				
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.		Employment Specialist met / talked with job seekers: • 24 in July • 28 in Aug • 25 in Sep			
• Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.		Employment Specialist held regular classes and workshops: • 2-hour classes at Hillsborough Library, two Tues each month, starting Sept. • 1st Wed / Fri workshops at Seymour/ Passmore			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.		See information above in 6.1.1d			
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.		53 people came July 17 to Workshop at DTCC / Hillsborough: Working, Starting Your Own Business, Volunteering after Retiring: Exploring Your Options			
6.1.3b. Job fair and networking events are held, with transportation options.		Collaborating with National Caucus/Center on Black Aging (NCBA) on other events - NCBA Job Fair, Aug. 29 at Durham Library So.			
Strategy 6.1.4: Create "Senior Internship" opportunities, whereby older adults obtain internships with possibility of future hire.					
6.1.4a. Research is conducted and recommendations are created about best practices for a "Senior Internship".		Developing proposal to present to OC employers in 2nd Qtr.			
Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.					
Strategy 6.2.1: Expand existing and create additional resources for older adults seeking employment.					

Civic Participation and Employment Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.		Updating resource inventory, will list online and include in Mature Job Seekers Resource Guide			
6.2.1b. More older adults report utilizing and benefiting from these resources and services.		See information in 6.1.1d			
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.		• Added Hillsborough Library as venue for job seeker meetings. • Aug. 29 NCBA Job Fair at Durham Library/South • Classes, workshops at Hillsborough Library; Durham Tech/ Hillsborough; Orange Correctional Center; Cedar Grove and Efland-Cheeks Community Centers			
6.2.1d. New training opportunities are held and evaluated.		Conducted job seeker training for 18 National Caucus/Center on Black Aging (NCBA) representatives			
Objective 6.3: Promote the value of an experienced workforce to local employers.					
Strategy 6.3.1: Create awareness campaign designed to (1) promote older adults as productive, experienced, reliable, and entrepreneurial members that positively impact the labor force; (2) highlight employers that are successfully integrating older adult workers; and (3) provide information to Orange County employers to best serve an older adult workforce.					

Civic Participation and Employment Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	Conducting research among Orange County employers. Target date for results/ report is November			
6.3.1b. Public campaign is created and evaluated.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	• Will promote directly to all employers in Orange County. • Currently not pursuing AARP			
Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.					
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.	Older Adult Employment Collaborative, with support from Orange County Advisory Board on Aging	Continuing research for more information. Target date: December			
Objective 6.4: Expand enriching volunteer opportunities for older adults.					
Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.					
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA	Compiling information on volunteer opportunities. Target date: November			

Civic Participation and Employment Workgroup   Year 2: 2018/19

Community Support and Health Services Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.1: Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Cedar Grove participating in exercise program • OCDOA looking into the UNC, living well with chronic conditions, lay-health leader trainings. Potential to partner with senior volunteers to offer. • Matter of Balance, October class, new leaders being trained- Project EngAGE Volunteers			
7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update technology.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	Upcoming			

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.1.1e. More older adult opportunities are offered in SportsPlex Fieldhouse expansion.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Now open • Expanded pickle ball offerings			
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					
7.1.2a. More support groups are provided (e.g., health, grief, depression, life transitions, substance abuse, etc.) in various locations.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care, Duke Home Care and Hospice, Grief Oasis (CH)				

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.1.2b. Directory of mental health therapists and support groups appropriate for older adults is created and updated.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care,	• Directory created by Mental Wellness Senior Resource Team and last updated on 5/17/19. • Hard copies available for distribution; electronic copy available: https://www.co.orange.nc.us/2091/Publications-and-Resources • Suggestion to update regularly • Support groups offer tips on finding therapist and who takes Medicare • Not older adult-specific, but majority of UNC primary care offices now offer brief problem-solving therapy for patients with mild to moderate affective disorders (depression, anxiety). Copay waiver for counseling services is available for Next Generation ACO Medicare patients. Interested patients can request visits by contacting their PCP office			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care,	Event held in July			
Objective 7.2: Expand services to help older adults age in their homes and communities.					
Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	• Three upcoming aging in place presentations in August. • Will more broadly define how to quantify how division helps OA age in place • Self-care for caregivers at conference on 8/20 • SRT focused on Aging in Place communities created resource guide to help other communities and new community members			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.1b. EMS/OCDOA Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.	EMS/OCDOA	• EMS interviewed candidates for position, 2 candidates soon to be selected to focus on Stay Up and Active, starting on Sept 3. Considering ways to capture positive stories from referrals. • Representatives from OCDOA, OC EMS, UNC Health Care met to discuss potential adaptation of CAPABLE program (evidence-based intervention involving home visits by OT/RN team + home repairs) using community paramedics in place of RNs. UNC PiAP doing research on potential funding opportunities. Potential to build upon SUAA framework to offer this service.			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.1c. More older adult patients are served in their home settings through medical outreach programs like REACH and Doctors Making Housecalls.	UNC Health Care, Piedmont Health	• UNC Population Health Services team is hiring community health worker within next few weeks. Focus will be supporting patients post-discharge from hospital and longer-term engagement with patients to support chronic condition self-management. • UNC blood pressure home monitoring program aiming for September launch; already live for Johnston Home Health patients • Community paramedic program ongoing; continued focus on older adult patients with CHF & COPD. Copay waiver for CHW home visits is available for UNC Next Generation ACO patients			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.1d. "Remembering When" home inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.	OC Emergency Services	• Two more Remembering When events completed at 600 Poplar in Carrboro and Cedar Grove community center. • Focusing on highest risk areas first. • Considering other sites such as nursing homes and new Habitat location.			
7.2.1e. Educational programs are provided at the senior centers yearly to increase awareness and use of technology for home safety.	OCDOA/Senior Centers	• Ongoing • Offered in Jun-Aug through students at Seymour center. • Plan for OT student to teach class about tech devices at Cedar Grove in future.			
Strategy 7.2.2: Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.					
7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.	OCDOA / VC55+	• Healthcare Navigator Pilot Project participant handbook and training created summer 2019. • Currently creating a press release and other recruitment materials to start recruiting participants for pilot later in 2019. • Hoping for 10 volunteers and 10 participants.			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA, UNC Health Care	• Faith Quarterly breakfast • OCDOA completed proposal for UNC Public Health Capstone team. Students will select projects by 9/2019. Proposing faith-based/UNC Hillsborough Hospital initiative.			
7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check writing, bookkeeping, etc.).	OCDOA / VC55+	• Mail and Money Management pilot program participant handbook and training created this summer. • Currently creating a press release and other recruitment materials to start recruiting participants for pilot.			
7.2.2d. Policies at OCDOA are reviewed to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.	OCDOA/AT	Ongoing			
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	The months of July and August: • 21 small home repair projects • 6 ramps built.			
Strategy 7.2.3: Emergency preparedness education reflects and incorporates the needs of older adults.					

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.3a. Emergency Preparedness Checklist is revised to reflect senior issues.	ES, Health Dept, Sherff's Dept, Town Police Depts, CEF	• First draft completed by Emergency Management Coordinator-currently being reviewed and updated. • Second draft will be ready for review in September. • A checklist was created, considering adding to toolkit. • Considering ways to partner and distribute such as NCCare360, visitor center, tax preparations, CHMOW resource list			
7.2.3b. Issues specific to older adults are included in crisis intervention team training.	ES, Health Dept, Sherff's Dept, Town Police Depts	• Sheriff's office launched new class for the citizen academy in September. • Exploring adding dementia training to CITT.			

Objective 7.3: Improve collaboration between medical providers and OCDOA.

Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.3.1a. At least one collaborative project is created between the OCDOA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.	OCDOA/AT and UNC Health Care (Senior Alliance)	• UNC's SDOH Screening Collaborative held first kickoff meeting 8/16. Initial areas of focus for screening pilots will be food insecurity and transportation. Reports are built so UNC can track screening rates at clinics. • UNC pursuing integration of community resource database into Epic electronic medical record system; goal is to enable electronic referrals directly to community partners (likely via NCCARE360 platform, which is being deployed to support Medicaid managed care launch)			
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	• Piedmont Health facilitated 4 part Lunch and Learns series at Seymour Center July/August, 9-15 participants • Piedmont Health presented to Spanish Social Club			
Objective 7.4: Address the problem of food insecurity among older adults.					
Strategy 7.4.1: Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.					

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.4.1a. More volunteers are recruited and trained to assist with meal preparation and/or meal delivery.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	• Ongoing • OCRA tabling at farmers market, up to 44 volunteers • IPE Rural Health pilot program starting this fall. 46 UNC Medical, OT, or Pharm students partnering with 23 rural seniors for Home Visit course.			
7.4.1c. New drop-off and pick up points for meal delivery volunteers are established in rural areas.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	OCRA continues to provide a northern Orange, rural pick-up point for their volunteers			
7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to increase coordination.	Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR	Continuing discussions on CHMOW merger			
Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.					

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA/ Advisory Board	Will revisit in the future			
Strategy 7.4.3: Increase awareness of food services for older adults.					
7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.	OCDOA, DSS IFC OCIM, OCRA	• Commodity Senior Food Program: OCDOA continues to coordinate and host the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) • currently serving ~ 300 low-income OC older adults • OCRA currently serving ~90 people			
Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.					
Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.					
7.5.1a. Increased number of village groups in Orange County.	OCDOA	Neighborhood Connections Resource Guide available online (see 7.1.2b)			

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.	OCDOA				
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.					
Strategy 7.6.1: Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.					
7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• Green Burial Presentation and Q&A scheduled for September 25, 2019 at Passmore • Cedar Grove Community Center EOL series on Wed nights this fall starting in Sept targeted towards seniors • Goal to End Homelessness helps with burials for those with limited funds • EMS can provide information about what happens when a doctor won't sign the death cert			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Health Care Decisions Day event will be held on April 15th			
7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• Green Burial Presentation and Q&A on 9/25 at Passmore • "Ties that Bind" documentary Program well received			
7.6.1d. Five Wishes and other documents are available for Orange County residents at multiple locations (e.g., senior centers, libraries, major healthcare systems) and in various languages.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	OCDOA continues to provide free Five Wishes booklets upon request and specifically at every End of Life event and are available upon request from the VC55+ Administrator			

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.1e. More people are aware of and are using OCDOA notary services.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Notary services at OCDOA are being advertised in the Senior Times for Fall Quarter (best to call ahead)			
7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-term care facilities, etc., are created to promote end of life discussions.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	OCDOA completed proposal for UNC Public Health Capstone team. Students will select projects by 9/2019. Proposing faith-based/UNC Hillsborough Hospital initiative.			
7.6.1g. Volunteer legal service is made available twice yearly to assist older adults in writing/changing wills and other legal documents (e.g., power of attorney, living will).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• 7/2019 Legal Aide presented to aging transitions team, discussed referral process for older adults. • Legal Aid will be presenting to the Faith-based organizations during the September Faith Outreach Breakfast			
Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.					

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	• Advanced Care Planning Clinic in Hillsborough • UNC adopted organizational goals related to ACP, tracking ~57% now • Medicare annual wellness visits are supposed to discuss advanced care planning • Duke allowing people to upload their documents to their MyChart			
7.6.2b. Healthcare providers incorporate end-of-life discussions into routine care, and provide/complete Medical Orders for Scope of Treatment (MOST) and Do Not Resuscitate (DNR) forms for their patients as appropriate.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	Copay waiver in effect for advanced care planning services for Next Gen Medicare ACO patients; eligible patients can waive copay for telephonic and face-to-face ACP			
7.6.2c. EMS task force on mobile MOST/DNR forms recommends ways to authorize MOST/DNR care wishes when away from home.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	400 new bracelets are here. Waiting on forms. Publicized through social media. Training Hillsborough ED on Wed, 8/21			

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Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.2d. UNC promotes professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	UNC has three trainings in advanced care planning – basics (respecting choices), computer, advanced conversations skills for providers (serious illness conversation project). IHQI grant to do with family med, internal med, and one clinic.			
Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.					
7.6.3b. Legislation is supported to increase choice at end of life.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department	HB 879 is officially stalled in the Rules Committee, hoping to revisit next year.			
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department	Project EngAGE working with land trust individual to discuss adding green burial options, looking for at least 30 acres.			
Objective 6.4: Expand enriching volunteer opportunities for older adults.					
Strategy 6.4.1: Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.					

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.	OCDOA / VC55+	Ongoing (~375 volunteers at OCDOA)			
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+	Survey goes out in Dec and May. Updating most recent results.			
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	Ongoing			
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	14 participants in next class (13 sessions) Sept 12-Dec 12.			
Strategy 6.4.2: Plan and implement community-based volunteer programs that support persons to age in community.					
6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy Helpers, Volunteer Drivers, Friend to Friend, SALT).	OCDOA / VC55+	Ongoing			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
6.4.2b: New community-based volunteer programs are planned and implemented that address social isolation and support persons to age in community.	OCDOA / VC55+	Ongoing			
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.					
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.	OCDOA	Evaluation data being synthesized.			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020

5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.	OCDOA	• Dementia Friendly Businesses - 103 business trained, over 1000 workers
		• Began monthly Memory Cafe on the Move at Cup-A-Joe in Hillsborough (attendance: 2 in Aug).
		• Continued Memory Cafés at Bruegger's Bagel in Chapel Hill (attendance: 10 in July, 12 in Aug) SW facilitating
		• On the Move attendance and community partners:
		  • July: Frank Gallery (8 attendees)
		  • August: Maple View (11 attendees)
		• Memory Cafes on Wed afternoons, about 6 people attending but this appears to be growing			

5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.	OCDOA	• Care Partner collaborative group facilitated Wednesday 10-2pm at Seymour Center, attendance blossoming (started with 2, 12 people at last event)			

Community Support and Health Services Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	As of September, there will be a monthly Caregiver Supports Education table at both Seymour and Passmore for more awareness and interaction with community members.			
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	Ongoing			
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.					
Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.					
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	VC55+	LTC SRT leading project, meeting held 8/19, recruited new volunteers.			
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	Signature Health Care is developing a program to bring high functioning residents to the Seymour Center - New partnerships established with Brookshire and the Stafford			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.5.1c: Nursing Home and Adult Care Home Advisory Committee members promote activities that support resident and staff well-being and that reduce social isolation	Community Advisory Committee (CAC) members, Ombudsman	Both committees continue recruiting members.			

Community Support and Health Services Workgroup   Year 2: 2018/19

Communication and Information: All Workgroup + OCDOA Communication Dept. – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.					
Strategy 8.1.1: Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.					
8.1.1a. Comprehensive list of liaisons is created and maintained.		• Ongoing • New Project EngAGE Class • UNC Partnerships in Aging Program (PiAP) created an online calendar of events and is now sharing our "Special Events" on their website: http://partnershipsinaging.unc.edu/ • Communication established with News of Orange County editor. Sharing one key weekly event in the "Word on the Street" feature.			
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Ongoing			
8.1.1c. Information is distributed at least quarterly to designated liaisons.		• Ongoing • PiAP now publishing OCDOA special events on their website (see 8.1.1a) • Sharing health and wellness events with UNC Geriatrics			

8.1.1d. Liaisons are created with non-English organizations.	OCDOA, El Centro NC	• Maintaining established relationships. Information is shared both ways • Enhance existing relationship with El Centro Hispano • Identify other non-English organizations • Piedmont Health representative spoke with Spanish speaking group at Seymour Center and reported back to Social Participation and Inclusion Workgroup. • Immigrant and Refugee Health Program at Health Department sharing information: currently completing a Community Health Assessment, distributing Community Clinics Brochures (in 6 languages) online and in Senior Centers, invited OCDOA to share info at events (Latina Breast Cancer Awareness, Latino Health Fair, Muslin Identity Panel, Language Justice Summit, Health Equity Gender Identity Panel, Community Forum on Health Assessment).			
8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries			
Strategy 8.1.2: Make OCDOA communications available in a variety of languages.					
8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.	OCDOA, Orange County Government – Community Relations	Ongoing			
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					

Communication and Information   Year 2: 2018/19

8.1.3a. Print versions of the Senior Times are in larger print and with less information.	OCDOA	• Ongoing • Continue to investigate applications linking RecTrac program entries to populate our website calendar of events. As well as produce a program report suitable for the publisher of the Senior Times, increasing efficiency and accuracy. Our current web platform, CivicPlus, has a recreation module, CivicRec that has potential to meet this need			
8.1.3b. Additional versions of the Senior Times are explored, including print and online versions in Spanish and Mandarin (and other languages as needed) and an audible version.		Ongoing but feasibility concerns			
8.1.3c. Drop off locations are expanded.		Lists have been updated, need to be posted to website			
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	Total page views (hits): 16,517 Top five pages: • Aging Main Page: 4,949 • Senior Center programs: 3,871 • Classes Trips: 1,475 • Senior Times: 1,152 • Health Wellness: 462			
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook "Likes": 512. Up 22.20 % from previous quarter.			

8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	• Endless Possibilities: 3385 subscribers • Community News for Caregivers: 622 subscribers			
8.1.4d. New methods established to keep up with technological advances.	OCDOA, OC IT, OC Community Relations	• Investigating text messaging applications for a Wellness Program pilot: RecTrac, OC Alerts and RainedOut: www.rainedout.com (OC IT & OCDOA Wellness Program) • Scheduled a one-on-one demonstration of BeSpree, an app connecting you to workouts and wellness sessions with other motivated people in your community. www.beespree.com. Will schedule a meeting with supervisors & wellness program coordinator to present information			
8.1.4e. People report they are hearing about events/programming through these sources when they register.					
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					

8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.	OCDOA, OC – Community Relations	• Exploring standing radio show which would be once/month. May be a good way to help reach people who do not use internet. • Library reports that Facebook is likely the biggest impact and is easier to track. Their bulletin board also gets a lot of traction. • WCHL interview completed in July promoting VC55+ Voter ID event • Ongoing marketing through PSA's, radio interviews and print ads. • OCDOA ads places on all OCPT buses (will change ads quarterly)			

8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Aging Transitions tabled at community events
		• OCDOA program information distributed at local resource fairs (# reached):
		  • Caregiver Summit (118)
		  • Latin American Festival (75)
		  • Primetime Business Expo (20)
		  • UNC Hospital – Hillsborough: Resource Fair for Older Adults (29)
		  • UNC Carolina Serves (40)
		  • Good Neighbor Community Cookout (33)			

Communication and Information   Year 2: 2018/19

8.1.5c. Information "Toolkits" are created that volunteers can use to share OCDOA program and service information with others.		• Work has started to develop "Welcome" packets for distribution to new participants • SHIIP kit • Senior Resource guide Summary, example of Transportation guide - Collaboration between AT and VC55+ • Discussed during our Aging Board meeting in August and Steering Committee Meeting in June, especially related to potential cost-sharing.			
8.1.5d. The number of Project EngAGE graduates is increased each year.		• Class 5 will begin September 12th we have 14 people currently enrolled			

8.1.5e. People report they are hearing about events/programming through these sources when they register.		• Will explore adding question to more registration forms. SHIIP does this. Library does this. OCDOA does annual surveys and class surveys and ask that information but this is not capturing everyone.
		• Current trends:
		  • Senior Times
		  • Listserv
		  • Flyers			

Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					

8.1.6a. Community groups, organizations, and key liaisons are identified.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Joined the Chapel Hill Transit Partners Advisory Committee and EZ Rider Advisory Committee. Continue to participate in NC Senior Drive Coalition, Healthy Carolinians Access to Care Committee, Orange Unified Transportation Board and the Chapel Hill Pedestrian Safety Action Plan • Enhance collaborative efforts with OC Dept. of Social Services, DTCC, others, NCWorks • See 8.1.1b; 8.1.5b			
8.1.6b. Events are publicized by multiple organizations.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Continue to share educational information and events with community groups mentioned above and Cedar Grove Community Center and Efland Cheeks Community Center • PIAP now advertises OCDOA events on their website • Utilize Communications and Other OC Depts, such a s Economic Development, Social Services • Meals on Wheels and OCRA – updating their website and could post links to OCDOA • See 8.1.1b			

8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		• Continue to advertise transit related events at Senior Centers through Senior Times, Flyers, Newsletters and listservs • PiAP now advertises OCDOA events on their website • Currently in Senior Times, E-newsletters, OC Library mailings			
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA, Efland-Cheeks Community Center, Rogers Road Community Center, Cedar Grove Community Center	Being done			
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant			
Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.		See above			

Communication and Information   Year 2: 2018/19