

Solution Evaluation Worksheet – Community Engagement

Problem: Limited computer literacy and lack of technology support.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Establish an OCDOA Geek Squad that consists of volunteers, like students from APPLES and SILS, who work in shifts to make house calls, staff the helplines, and provide maintenance for the computers.						
Additional notes:						
Create computer clubs at the senior centers for people with computer problems to meet and assist each other. They bring their laptops and/or software to the meetings and a computer expert is available to facilitate the meetings.						
Additional notes:						
Market SeniorNet class scholarships.						
Additional notes:						
Provide technology support through local TV and radio programming. Potential ideas: Helpline number and FAQs scroll across the bottom of the screen and/or call-in shows.						

Additional notes:						
Create a consumer guide to available technology/services/products.						
Additional notes:						
Conduct an assessment of the types of technology and services people are using.						
Additional notes:						

Problem: Lack of access to computers in the senior centers.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Designate computers in a common area of the senior centers for older adults to drop in and use. These computers could be obtained by starting a collection for old desktop computers and laptops.						
Additional notes:						

Problem: Consumers need help avoiding scams and frauds.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Expand SeniorNet to include classes on frauds and scams and terms of service/license agreements.						
Additional notes:						
Partner with NCDOJ, police departments, NC Department of Securities, and other law enforcement agencies to assist in developing and offering programs like Scam Jams and Shred-A-Thons.						
Additional notes:						
Translate and make the wording in Scams and Frauds more accessible. Disseminate to older adults.						
Additional notes:						

Problem: Difficulty finding information and resources.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Create partnerships with existing organizations. Hold quarterly meetings with elected persons from these organizations to exchange information.						
Additional notes:						
Create partnerships with existing organizations. Organize a Speaker's Bureau comprised of MAP work group members and other interested citizens to connect with and talk to people through these organizations.						
Additional notes:						
Create a mobile information unit that includes information on healthcare, fraud, financial issues, health, etc. Potentially in the form of a table that goes to different organizations and locations.						
Additional notes:						
Advertise local helplines via newspapers, radios, UNC, the internet, and buses. Ensure that advertisements are multilingual.						

Provide multigenerational activities at the senior centers.						
Additional notes:						
Increase community engagement activities and programs in long term care (LTC) facilities. Potential strategy: offer activities currently at the senior centers in LTC facilities as well.						
Additional notes:						
Continue and expand Retired and Senior Volunteer Program.						
Additional notes:						
Provide liability insurance coverage for volunteers to increase community engagement through volunteer programs.						
Additional notes:						

Problem: Response to growing number of immigrant/refugee population.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Dedicated program to link refugees and immigrants to senior centers through a liaison and language classes.						
Additional notes:						
Assess demographic information, needs, and strengths of immigrant and refugee communities.						
Additional notes:						

Problem: Work support for citizens working past Social Security age.

Potential Solution	Importance (low, med, or high)	Reach (low, med, or high)	Feasibility (low, med, or high)	Efficacy (low, med, or high)	ST, MT, LT (pick one)	Agency Responsible
Conduct an assessment on the workforce, including economic benefits of older adults working in the county, how many people are working past Social Security age, contribution to the county budget, etc.						

Additional notes:						
Senior centers offer classes on business coaching, grant writing, etc.						
Additional notes:						
Senior centers contact trade unions and Social Security Commission to come and speak about issues, such as emailing resumes, distance to employment, tips on working past Social Security age.						
Additional notes:						