Orange County Master Aging Plan Implementation Status
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 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 3.6: 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 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 Workgroup

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

Outdoor Spaces and Buildings Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	• OCDOA Staff - Myra and OC Advisory Bd on Aging Member, Mary, to attend 10/10 meeting • Reach out to CHPR and CPR for MAP • Share Outdoor Spaces Survey Results			
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.					
1.2.1b. 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	• Aug 30, 2018 - Kim Tyler, along with four other visually impaired persons, participated in a Birding by Ear walk along the nature trails at the Chapel Hill Public Library (led by Maria de Bruyn and a gentleman named Jim from the Chapel Hill bird club) • Walks scheduled for Dec – Feb dates TBA • Compile list of Sr. participating events			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.	OCDEAPR/Town of Hills./OCDOA	• Post website info in Senior Times directing public to Parks/Greenways websites			
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			
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.					
8.1.1c. Information is distributed at least quarterly to designated liaisons.	OCDOA/ Outdoor Spaces Workgroup	ST info posted about parks, greenways and trails			
8.1.1d. Liaisons are created with non-English organizations.	OCDOA	• Working on established relationships • Work with OCDOA – Staff for Mandarin			
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4c. Number of Listserv members increased each year.	OCDOA	• Establish IPWG Partnerships to access listservs for info sharing. • Send info to county town's PIO's for info to disseminate			
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA	Include info on county monitors in county building regarding parks, trails, greenways highlighted in ST			
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.	OCDOA	• Continued work with Community Center staff • Reach out to Fairview Community			
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.	OCDOA	OCDOA Bi-annual Questionnaires Senior Center surveys – data collected in September			

Transportation Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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.					
2.1.1b. Increased number of volunteer drivers.	OCDOA	• One new volunteer has been enrolled in VDP • neighborhood list serves are being used as an outreach source for volunteers.			
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.					
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 the 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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
2.2.2a. Older adult riders are able to travel from Orange County into neighboring counties and between Chapel Hill/Carrboro and Hillsborough.	CHT, OCPT, OCDOA, EZ Rider, GoTriangle – (GoAccess)	• OCPT and CHT are in conversation about transfer points between their services. • CHT and OCPT are working together to standardize the process for a customer of one ADA service to be served by the other ADA services.			
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3a. Education about notification processes and options for assistance in times of emergency is provided to transit dependent older adults.	OCDOA	OCDOA is in ongoing contact with Kirby Sanders of OC Emergency services for information/advice.			
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 2018	Status January 2019	Status April 2019	Status July 2019
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.			

Housing Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	• Meeting held to explore if OCDOA is willing to provide aging services to new Greenfield Commons – 69 affordable senior units to open in March 2019. • Erica Brown from Triangle J Council of Governments met with Bob Aquilino of Accessible Design Build to explore small home development. • Affordable Housing Summit Report released Oct 2018 - (from Feb 2018 summit) – addressed building public-private partnerships to increase affordable housing			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.		No OC bond activity this quarter. OCDOA is actively supporting community education about the Town of Chapel Hill's 10M affordable housing bond that will be on Nov. ballot.			
3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA/ Advisory Board, OC Housing Dept	BCBS site visit at the end of Sept. put this project as one of 11 that could be funded (100K) to support planning and partial implementation.			
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	**Hillsborough** – Habitat for Humanity's Crescent Magnolia broke ground in Sept. Corbinton is under construction. **Carrboro** – Lloyd Farms is seeking Town approval. Alderman vote is slated for end-October **Chapel Hill** – Greenfield Commons is under construction and slated to open March 2019			
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	Owners and Developers from Lloyd sought OCDOA and Community Home Trust support for their senior housing proposal. OCDOA spoke at Carrboro Town Hall meeting in support of this project.			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	At the beginning of this MAP, we had 1481 designated senior-specific housing units across the continuum of care. With upcoming projects already underway, we will at have increased senior housing by 19.7%. Greenfield Commons – 69 units, Crescent Magnolia – 24 units. Corbinton – 69 units. Parkview – 130 units			
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA				
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.					
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments				
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	OC Home Preservation Coalition holds monthly meetings in which waitlists are discussed and managed. Several clients have been removed from waitlists because other agencies had already completed the work.			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	OC Housing and Rebuilding Together of the Triangle have increased referrals to the OCDOA for accessibility repairs such as grab bars and ramps.			
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA				
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				
Strategy 3.4.2: Create opportunities to improve relationships between residents, inspectors, and planning officials.					
3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.	OC 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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.	OC Housing Department, OCDOA				
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.					
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 housing workgroup maintains contacts with key members of organizations and community groups related to housing			
8.1.6b. Events are publicized by multiple organizations.		Affordable Housing Summit report was released in October, with a community press release; the housing report was sent to stakeholders and interested community members across many organizations			

Social Participation and Inclusion Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and space.	OCDOA	• New space at Passmore center opened • Working to expand space at the Seymour Center - design work is close to being finished • Community Center space is being more intentionally used for Senior programing (Cedar Grove, Efland)			
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.					
4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	Much discussion about what this will look like what are the needs – steps are moving forward to identify needs			
4.1.5b. Funding is secured to implement the program.	OCDOA				
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	• Telelanguage Staff coming to DoA All-Staff Meeting on Oct 8, 2018 to provide information on how to use this service • PhD student is currently working with the Spanish speaking population at Seymour to understand how they integrate into general programing and what their needs are • Senior Center offers Mandarin translation for some programs – done by DoA staff (translator paid for 12 hr/week) and volunteers • DoA Staff is on the Steering Committee for the "Building Integrated Communities Project", Town of Chapel Hill			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Strategy 5.1.4: Improve accessibility within the senior centers.					
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	• Telelanguage Staff coming to DoA All-Staff Meeting on Oct 8, 2018 to provide information on how to use this service • ADA hotline– information shared by Brennan – Myra will forward to the group			
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					
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, Cardinal Innovations	Mental Health and First Aid Training on Oct 25, 2018 (currently 14 people enrolled)			
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA	• Essential Oils workshop held at DoA (Summer 2018) • Feeling Depressed Support Group at Passmore and Seymour (began Sept 2018)			
7.1.2e. Healthy IDEAS program is provided at the senior centers.		Enquires are being made among DoA staff			
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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.1c. Information is distributed at least quarterly to designated liaisons.		• Continue to communicate with Faith SRT – at quarterly meetings • Dementia Friendly Training for Businesses attendees – receive a monthly newsletter with caregiver resources • New Health and Wellness Ambassador – volunteer who is going to Senior Centers monthly to provide info about Health Promotion			
8.1.1d. Liaisons are created with non-English organizations.					
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					
8.1.3a. Print versions of the Senior Times are in larger print and with less information.					
8.1.3c. Drop off locations are expanded.		At least 2 new drop off locations (Jersey Mike, Pizza Hut – in Hillsborough)			
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					
8.1.5b. OCDOA program, service, and resource information is distributed at community events.		• Info distributed at UNC Employee expo and UNC Wellness expo • Info table at Walmart - Hillsborough			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		Ongoing (for past 2 years)			
8.1.6d. Community center events are posted at senior centers and included in listserv mailings.		Currently advertised in the Senior Times, also advertising in other media outlets			
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.		Senior Center Survey completed (Sep 2018) data will be analyzed in Q2			

Civic Participation and Employment Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019

6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA	• Mature Job Seekers Resource Guide: developed, distributed (libraries, community and senior centers)
		• Create Job Exchange on Website, Senior Center displays
		• Events:
		  • 8/1/18 DTCC (37 attendees)
		  • 8/14/18 job fair- met with two recruiters
		  • 9/26/18, spoke at OC DSS breakfast before NCWorks Job Fair in CH
		• Scheduling class with CH Chamber of Commerce (10, 11/18)
		• Meeting employers re: Employment Specialist position (contacted 20-25 over last 8 months)
		• Conducted individual meetings, phone calls, emails with 69 people during Jul-Sept period
		• Efland Cheeks Comm Ctr., met Bobby Cobb, will contact Elvira Mebane or staff to schedule classes
		• Cedar Grove Comm Ctr, met Dr. Sue Florence, will schedule job search classes
		  • Met with Swayzene Riggsbee			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.		Develop, track and report job placement for those working with Employment Specialist • 4-5 individuals have found jobs after working with Employment Specialist • Developing tools for more systematic tracking and evaluation • Analyzing data from existing info collected to date			
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.		Scheduling job search classes at Senior Centers, Community Centers, and Libraries			
6.1.2b. A group for older adults looking for alternative and entrepreneurial work is created and supported.		Will conduct research – Web and in-person; Developing name and mission; will test, launch, and promote			
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.		Develop and implement reporting system			
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.		9/26/18 Job Fair-SCSEP, NC Works. Do more at Senior Centers, and with DSS			
6.1.3b. Job fair and networking events are held, with transportation options.		Assess 8/1/18 event – Working and Volunteering After Retirement, make changes to improve future events			
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".		Get employers input, develop proposal, get sponsors, promote, launch			
6.1.4b. "Senior internships" are created with partners in the county.		Develop, present and implement test program with employers			
6.1.4c. Older adults are hired after completing their "internships".		Track results, report, use to promote increased hiring			
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.					
6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.		Summarize, recommend next steps, and implement			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.2.1b. More older adults report utilizing and benefiting from these resources and services.		Summarize anecdotal and written reports. Develop survey form, distribute, summarize, and report			
6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.		Do events in Senior and Community Centers, libraries			
6.2.1d. New training opportunities are held and evaluated.		Get information and commitments from employers, present findings to OC DOA			
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.					
6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.		Develop questionnaire; conduct research to Identify barriers; develop concepts; create flyers and Web content			
6.3.1b. Public campaign is created and evaluated.		Launch and promote, freshen and update as needed			
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.		Confirm tax credits existing now. Develop proposal for presenting to key stakeholders, legislators and other decision makers			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.3.2b. Members of the Older Adult Employment Collaborative promote new policies to provide tax credits with key stakeholders and decision makers.		Schedule and present report, request assistance in proposing legislation to provide and/or improve tax credits for hiring older adults			
6.3.2c. Tax credits for employers hiring older adults become available.		The goal			
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.					
8.1.1d. Liaisons are created with non-English organizations.		Close connection with El Centro to facilitate Senior Employment			

Community Support and Health Services Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	• Conducting Aging in Place community presentations at Senior Living Communities • Kirkwood community completed 9/2018 • Aging in Place table at the Chapel Hill Library (see 7.5)			
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	• Meeting scheduled December 2018 to formalize documentation for this program • Hillsborough/Mebane/ Timberline – Partnership between Duke and Orange County "On the Move Clinic" to • Deprescribing initiative to reduce opioid prescriptions to decrease falls			
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	Currently, UNC Health Care is focused on expanding inpatient palliative services through REACH			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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				
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	Two programs scheduled for November (Efland Cheeks, Cedar Grove)			
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+	VC55+ MPH intern has been hired (Fall 2018 semester) to assist staff in developing this program through a needs assessment, research of best practices, and program plan			
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA, UNC Health Care	• First Faith Alliance meeting 9/2018 – plan to continue to work together to have booths at fairs, etc. • Faith outreach quarterly breakfasts			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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+	VC55+ MPH intern has been hired (Fall 2018 semester) to assist staff in developing this program through a needs assessment, research of best practices, and program plan			
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	• Policies have been revised to allow concerned neighbors and SALT Community Visitors to make referrals to DoA through a simple form where at-risk individuals grant consent for DoA to contact them • Mental Health resource guide for aging being developed at DoA			
7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	~8 ramps ~12 other repairs Home Preservation Coalition – continues to meet to organize home repairs across OC			
Strategy 7.2.3: Emergency preparedness education reflects and incorporates the needs of older adults.					
7.2.3a. Emergency Preparedness Checklist is revised to reflect senior issues.	ES, Health Dept, Sherff's Dept, Town Police Depts				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.3b. Issues specific to older adults are included in crisis intervention team training.	ES, Health Dept, Sherff's Dept, Town Police Depts				
Objective 7.3: Improve collaboration between medical providers and OCDOA.					
Strategy 7.3.1: Develop collaborative projects between OCDOA and healthcare providers.					
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)	DoA and UNC Health Care have partnered to co-sponsor quarterly faith outreach breakfasts at the UNC Hopsital – Hillsborough Campus			
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	DoA and Piedmont Health met to discuss possible collaborations, and to share existing resources			
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.					
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	OCRA continues to serve more individuals each month			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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			
Strategy 7.4.2: Improve representation for older adults on food and nutrition-related community organizations.					
7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.	OCDOA/ Advisory Board				
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	• DoA continues to coordinate and host the CSFP monthly food box program at three locations (Seymour, Passmore (with Efland Cheeks and Cedar Grove), Carolina Spring), currently serving 208 low-income O.C. older adults • Farmers Market food vouchers distributed (income based program)			
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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.5.1a. Increased number of village groups in Orange County.	OCDOA	• Project EngAGE Neighborhood Connections SRT held outreach event at the CH Public Library to provide information and recruit new neighborhoods (Age in Place, emergency contacts, etc.) • Another event tentative scheduled in October at the Hillsborough library			
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	Project EngAGE End of Life SRT event October 2, "Let's Continue the Conversation: End of Life Care Conversations Groups"			
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	Project EngAGE End of Life SRT met with UNC Health Care to discuss collaboration for April 2019 Health Care Decisions Day event			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	Project EngAGE End of Life SRT planned October event, "Let's Continue the Conversation: End of Life Care Conversations Groups"			
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	DoA continues to provide free Five Wishes booklets upon request			
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				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	• Project EngAGE End of Life SRT continues to partner with UNC Partnerships in Aging Program to invite students to participate in its events • Chaplin from Signature came to the last faith-based meeting			
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	New contact with legal services – DoA has started making referrals to these			
Strategy 7.6.2: Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.					
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	• UNC committee is working on revamping policies around Advanced Care planning • Duke – Advanced Care directives are integrated into their EHR			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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				
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				
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	Dying Right NC – working on these issues and looking for opportunities to change legislation			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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				
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 / VC55+	Ongoing (~410 volunteers at DoA)			
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+				
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+				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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			
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+	Newly formed Long-term care Project EngAGE SRT has created visiting program at Signature Healthcare, with Chapel Hill High School students			
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.		• Staff involved in this grant have been hired at DoA • Conversations how to modify the program moving forward (lessons learned, data analysis, etc.) • New group Connect More at Seymour – to provide support for caregivers – first meeting 09/2018			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.		Dementia trainings and Memory Café on the Move will continue post OCCaress – and will focus on field trips to serve unmet needs of the community			
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.		97 businesses trained UNC Hospital Hillsborough – working on being a certified Dementia Friendly Hospital – will include training in the community to provide caregiver training (goal – 100% of staff trained)			
5.1.3d. More caregivers are referred to and served each year by the OCDOA.		More referrals to Aging Transitions Hotline – live answer 8am-4pm			

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	• Pilot-ConnectMore with Seymour group convened 9/2018—will run in 6wk increments (2.5 hrs x 6 weeks), pilot – the group will focus on linking people in more meaningful ways to DoA and community programing, follow-up with participants after the 6 week session is over • Improving social isolation among older adults remains primary focus • Hope the pilot will provide info to help programing better meet the needs of seniors • Carolina Spring Independent Senior Housing Community, Carrboro – invited to give a presentation about early signs of dementia (9/2018)			
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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of persons receiving long-term care services	VC55+	Project EngAGE Long-term Care SRT and VC55+ created new long-term care visitation program at Signature Healthcare, in Chapel Hill • volunteer orientation for high school students –partner with Chapel Hill High School transitions program (orientation r/s because of the hurricane)			
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	DoA partnering with Chris to work on this			
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	Program to increase participation by residents (provide materials like puzzles, craft materials, etc.)			

Communication and Information Workgroup – Year 2 Priorities

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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.		OCDoA has identified over 150 faith-based organizations, and collected specific liaisons for more than half.			
8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	• OCDoA staff shares OCDoA events with OC Health Dept., OCPL, CHPL, and DEAPR • SHIIP coordinator & volunteers share Medicare events and information with medical offices & pharmacies • OCDoA distributes aging-related resources and events through quarterly faith outreach breakfasts and email lists; faith-based liaisons share information with their congregations			

8.1.1c. Information is distributed at least quarterly to designated liaisons.		OCDoA distributes aging-related resources and events through quarterly faith outreach breakfasts and email lists; faith-based liaisons share information with their congregations.			
8.1.1d. Liaisons are created with non-English organizations.	OCDOA, El Centro NC	Staffed 5th Annual Latin American Festival on 8/26/18. Provided brochures & flyers about DoA services & programs in Spanish (~200 reached)			
8.1.1e. Liaisons are created with neighborhood groups.					
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	Press releases go to Spanish language media outlets: El Centro, UnaVision, La Connexion USA, Que Pasa Media, La Noticia			
Strategy 8.1.3: Improve the Senior Times to be more readable and user-friendly.					
8.1.3a. Print versions of the Senior Times are in larger print and with less information.	OCDOA	OCDoA staff submitted request to OC IT Dept. to create front facing Senior Times (ST) template form for ST contributor submissions. This would populate a database that could produce queries and reports (waiting on meeting w/IT)			

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.					
8.1.3c. Drop off locations are expanded.					
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	Total Sessions (Hits): 7,734. Up 2.41% from October 2017. Top 5 pages: 1. Aging Homepage: 2,808 2. Sr. Ctr. Programs: 1,907 3. Aging Services: 357 4. Locations & Hours: 343 5. Senior Times & Resource Guide: 268 NOTE: The website was offline several days while migrating to a new platform. The new platform launched 8/27/18.			
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook "Likes": 419. Up 13.24% from October 2017.			

8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	• Endless Possibilities added 219 new subscribers (Total: 2991) • Community News for Caregivers added 60 new subscribers (Total: 530)			

| 8.1.4d. New methods established to keep up with technological advances. | OCDOA, OC IT, OC Community Relations | • Automated verification emails sent to Community Resource (RG) Guide listing agencies, keeping RG online database & pdf updated
• OCDoA staff working with OC IT to further streamline the online verification process (ongoing)
• OCDoA staff worked with OC Community Relations to implement digital monitor signage at both senior centers. Provided training to staff on monitor software and assigned staff update daily schedules, lunch menus, and special events (ongoing)
• Communications volunteers assist in updating events on online community calendars (Chapelboro.com, News of Orange, Visit Hillsborough, Hillsborough Chamber of Commerce, Daily Tar Heel, Southern Neighbor. Events are tracked & assigned using Airtable software | | | |

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	OCDoA staff submitted special program/event press releases, PSA's, advertisements to the Community Relations director for release on County and local media outlets			
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	OCDoA staff coordinated registration & staffing at five local resource fairs: 1. Caregivers Summit – Chapel Hill: 200 reached 2. 5th Annual Latin American Festival: 200 reached 3. UNC Health Care Employee Benefits Fair: 50 reached 4. Family Health, Safety & Resource Fair - OC Schools: 15 reached 5. Cedar Grove Community Center - Yard Sale: 1 reached			

8.1.5c. Information "Toolkits" are created that volunteers can use to share OCDOA program and service information with others.		Project EngAGE Neighborhood Connection SRT has created, and plans to distribute, "How to Age in Community through Neighborhood Connections Guide" that features several DoA programs and services		
8.1.5d. The number of Project EngAGE graduates is increased each year.				
8.1.5e. People report they are hearing about events/programming through these sources when they register.				
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.	See 8.1.1b; 8.1.5b	See 8.1.1b; 8.1.5b		
8.1.6b. Events are publicized by multiple organizations.	See 8.1.1b	See 8.1.1b		
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.				

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	Requested community center events and OCDOA programs held at local community centers are promoted at the senior centers and in ODCOA listserv mailings			
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.					
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.					