ORANGE COUNTY MASTER AGING PLAN

2018-2019	MAP Implementation Matrix: Year 2

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 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: 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 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 and OC Advisory Bd on Aging Member to attend 10/10/18 meeting • Share Outdoor Spaces Survey Results at this next meeting • Reach out to CHPR and CPR for MAP	• 10/10/18 mtg cancelled. Next scheduled meeting 4/10/19. Outdoor spaces survey results will be shared at the April meeting. • Outdoor Spaces Survey results are available upon request • Town of Chapel Hill PR and Carrboro PR reps have been appointed to the group.		
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		UNC HPDP Food, Fitness, and Opportunity Research Collaborative is forming an Active Living Collaborative in Orange County to promote physical activity and social inclusion. OCDOA will send a representative and meetings are supposed to start in Feb 2019.		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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 – Five visually impaired) persons participated in a Birding by Ear walk along the nature trails at the Chapel Hill Public Library • Compile list of Sr. participating events	Nature walks are scheduled for Mar – May and will be advertised in Senior Times		
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	Press Release included in the Dec – Feb '19 Senior Times, highlighting interactive trails/greenways map and County Parks locator map.		
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	Press Release included in the Dec – Feb '19 Sr Times, highlighting interactive trails/greenways map and County Parks locator map.		

Outdoor Spaces and Buildings Workgroup   Year 2: 2018/19

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.	• No additional drivers; one driver that was on medical leave is back volunteering. • A number of current volunteers have increased their rides per month. • Half of the volunteers take someone shopping regularly in addition to medical appointments. Trips for shopping is an unmet need for many older adults in OC. • Exploring other programs we can collaborate with to help more people.		
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 2018	Status January 2019	Status April 2019	Status July 2019
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.	• The number of requests for rides from CH to Hillsborough for medical apts. is low according to EZ Rider, OCPT, and UNC Hillsborough Hospital. The MAP Workgroup is not sure why this is and will look for ways to gather information/ data to determine the actual need • OCPT and EZ Rider are coordinating rides for ADA certified riders from Seymour Center to Hillsborough.		
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	• Discussions with CH Internal Medicine Care Manager begins Jan 2019. • UNC APPLES service learning intern is a resource for this project (working at OCDOA this Spring semester)		
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.	• ADA riders are assisted to coordinate rides between OCPT and CHT. • Volunteer Driver Program and GO Access continue to be 2 options for door to door public transportation. • More work is needed to create a seamless system.		
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 OC Emergency services for information/advice.	OCDOA Transportation Specialist is in conversation with Senior Center staff to collaborate on future emergency preparedness events.		
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.	Questions about emergency preparedness are part of the enrollment process of VDP.		
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.	OCPT and CHT have added on-line fillable registration forms to their web sites. Forms still need to be printed because of signature requirement. This is particularly helpful for the low vision community.		

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/ UNC Partnerships in Aging Program (PiAP)	• Meeting held to explore if OCDOA is willing to provide aging services to new development – Greenfield Commons – 69 affordable senior units to open in March 2019.
		• Triangle J Council of Governments rep to meet with 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
			• Senior Housing Report prepared and disseminated (collaborative effort between OCDOA and PiAP).
			• Lloyd Farm project approved by Carrboro Alderman. This senior housing project plans:
			  • 200 rental units
			  • 20 cottages for ownership (4 will be affordable)
			  • Amenities include meals and fitness facilities
			  • A health clinic and public transportation stop planned on site.
			• OCDOA spoke at CH Town Council meeting in favor of affordable, universally designed units in the proposed Homestead Road senior housing project (190-unit rentals).		

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.	• OCDOA met with OC Housing Locator to explore potential for shared senior housing. • Orange County's local voucher program is in the development process. This initiative could increase the number of available vouchers for rental properties.		
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	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.	BCBS chose not to fund the Eldercare-Living Learning house project in Northside. However, this project will continue to move forward.		
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	**Chapel Hill** – Homestead Road Active Senior Community		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 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/ UNC Partnerships in Aging Program (PiAP)	Owners and Developers from Lloyd Farm sought OCDOA and Community Home Trust support for their senior housing proposal. OCDOA spoke at Carrboro Town Hall meeting in support of this project.	Homestead Road Project (HRP): • OCDOA met with HRP developer • OCDOA and PiAP participated in public hearing with Affordable Housing Coalition. • Neighbors of the project have requested a meeting with OCDOA and PiAP re: affordable senior housing with universal design		
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 senior housing will be increased by 19.7%. • Greenfield Commons (69 units) • Crescent Magnolia (24 units) • Corbinton (69 units) • Parkview (130 units)	If Homestead project is approved, we will move toward a 32.5% increase in senior designated housing during this MAP period. • The Homestead Road project proposes 190-198 rental apartment units for 55+ residents		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA		OCDOA has invited Homestead developer to a universal design consultation. Invitation accepted but not scheduled.		
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.	OC Home Preservation Coalition is requesting data from each organization involved regarding wait times (calculated based on time of application to time of project beginning)		
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.	OC Home Preservation Coalition discussed the differences between safety and accessibility repairs. The coalition determined these are not distinct categories and will continue to make and track both safety and accessibility repairs.		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA		OCDOA and UNC PiAP representative spoke at Chapel Hill Town Council meeting on 12/12/18, specifically related to the Senior Housing Development on Homestead Road. Town Council members affirmed of the needs for developers to provide truly senior supportive housing and recognized the potential for the OCDOA to provide this consultation.		
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		Aging in Community events planned: • Jan 29 - Becoming a Creative Genius (again!) • April 10 - Retirement: Let's re-write the script!.		
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				

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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.					
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.	OC Housing Department, OCDOA				

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)	Seymour Center design plans to be bid on by contractors in January 2019 by BOCC.		
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 2018	Status January 2019	Status April 2019	Status July 2019
4.1.5a. A pilot of the program is created, launched, and evaluated.	OCDOA	Much discussion about what a pilot program will look like and what is needs people served by this program would have. Next steps moving forward is to identify needs.	• A needs assessment survey was developed to assess interest in "Senior Center Without Walls" program and delivery preferences. • This survey was distributed to workgroup members for feedback and will be updated. • The survey will be modified and then distributed to SALT participants later this year.		
4.1.5b. Funding is secured to implement the program.	OCDOA		Workgroup members discussed needing to look for grants to fund this program, however, program needs need to be identified first.		
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA		In the process of transferring "In Praise of Age" episodes from VHS to DVD – this is being done by OCDOA volunteers (~130 of 150 episodes have been transferred). Once this work is completed, the episodes will be indexed by topic and then will be available for check out		

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	• 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 OCDOA staff (translator paid for 12 hr/week) and volunteers • OCDOA Staff is on the Steering Committee for the "Building Integrated Communities Project", Town of Chapel Hill	Senior Center, AT, and Volunteer Connect Brochures were translated to Spanish. Will work on translating these documents to Mandarin next.		
Strategy 5.1.4: Improve accessibility within the senior centers.					

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Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.4a. OCDOA staff is trained on accessibility issues and resources.	OCDOA	ADA hotline– information was shared with OCDOA staff and members of the workgroup	• Telelanguage options were given to all OCDOA staff at Oct 8 All-Staff Meeting • Seymour Center front desk was trained on how to access Cardinal Innovations 800 number to access mental health resources		
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 was offered on Oct 25 (18 attendees) • An additional Mental Health First Aid training is being planned for May 2019		
7.1.2d. Behavioral Health informational workshops are provided at both senior centers at least annually.	OCDOA	• Essential Oils workshop held at OCDOA (Summer 2018) • Feeling Depressed Support Group at Passmore and Seymour (began Sept 2018)	• Cardinal innovations presented to SeniorStriders (Oct 2018): Accessing Mental Health services and GAST (Geriatric/ Adult Mental Health Specialty Team) • OCDOA workshop will be offered at SeniorStriders in Feb 2019: Improving Your Health and Well-being w/ Poetry		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.1.2e. Healthy IDEAS program is provided at the senior centers.		Inquiries are being made among OCDOA staff as to who might offer this programing			

Social Participation and Inclusion Workgroup   Year 2: 2018/19

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.					

| 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 (for Oct/Nov) Meeting employers about Employment Specialist position (contacted 20-25 over last 8 months) Conducted individual meetings, phone calls, emails with 69 people during Jul-Sept period Met with rep from Efland Cheeks CC to schedule classes Met with director of Cedar Grove CC to schedule job search classes Met with rep. of Florence Gray Soltys | Contacted 9 employers in Nov about Employment Specialist Position; will meet in person during Jan-Mar Met, talked, and/or emailed with 168 elder job seekers between July 1 - Nov 30 New Director at Efland Cheeks; plan to schedule a meeting in Jan 2019 to discuss offering classes Contact Director of Cedar Grove to schedule open time or workshop | | |

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
		Adult Day Health Program, Hillsborough			
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	• 9 elder job seekers found FT or PT jobs, through Nov. 30		
Strategy 6.1.2: Promote alternative and entrepreneurial employment opportunities for older adults.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.		Job search classes at Senior Centers, Community Centers, and Libraries Monthly Class series at Seymour (first Friday) and Passmore (first Wednesday) • July -- Resumes Have Changed... Is Yours Current? • August -- 50% of All Jobs Are NOT Posted! How Do I Find Them? • September -- Using LinkedIn, and Knowing about mynextmove.org	Monthly classes at Seymour (first Friday) and Passmore (first Wednesday). • October -- What Kind of Work Do You Want To Do? Is It Full-Time, Part-Time? • November -- Age Discrimination Exists! Discuss How to Successfully Address It, and More • December -- Job Seekers and Career Explorers -- Holiday Networking Can Be Very Effective!		
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	Obtaining additional input from the council (Elder Employment Quarterly Collaborative Council). Using this feedback, will conduct research Jan-Feb 2019.		
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.		Develop and implement reporting system	Create draft reporting document, share with the council, obtain input in Jan-Feb		
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					

Civic Participation and Employment Workgroup   Year 2: 2018/19

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	Monthly classes at Seymour (first Friday) and Passmore (first Wednesday). • October -- What Kind of Work Do You Want To Do? Is It Full-Time, Part-Time? • November -- Age Discrimination Exists! Discuss How to Successfully Address It, and More • December -- Job Seekers and Career Explorers -- Holiday Networking Can Be Very Effective! Working with leaders of OC DSS, NCWorks, and NCBA to offer Job Fair Prep classes in 2019		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	Planning a "Working and Volunteering After Retirement" event for 2019. A draft agenda has been prepared and will be shared with the council in January. Additions to the 2019 event (based on feedback from the 2018 event) include: • adding a panel of employers • providing a workshop on preparing for job fair		
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	Obtain more input, develop report and proposal draft; share with the council in Feb-Mar		
6.1.4b. "Senior internships" are created with partners in the county.		Develop, present and implement test program with employers	Target Apr-Jun for testing with OC 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.					

Civic Participation and Employment Workgroup   Year 2: 2018/19

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	Complete summary, develop and share proposed report with the council (Elder Employment Quarterly Collaborative Council) Feb 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	Develop and implement evaluation report for elder job seekers input		
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	• Discuss available opportunities with representatives from DSS and OC Libraries. • Workshop at Orange Correctional Center: Transition to workplace from being in prison		
6.2.1d. New training opportunities are held and evaluated.		Get information and commitments from employers, present findings to OCDOA	Request thoughts from employers, Chambers of Commerce members.		

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 2018	Status January 2019	Status April 2019	Status July 2019
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	• Completing information review in Dec.-Jan • Prepare report for the council (Elder Employment Quarterly Collaborative Council) • Create Web content and flyers		
6.3.1b. Public campaign is created and evaluated.		Launch and promote, freshen and update as needed	Target launch date March 1		
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	Complete review and develop summary; share with the council in Feb.		
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	With the council's input, develop proposal for OC and State of NC legislators. Target date: TBD		
6.3.2c. Tax credits for employers hiring older adults become available.					

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)	Aging Transitions continues to serve more individuals to support their aging in place by providing in-home aid services up to 6 hours per week; recently moved all persons off waitlist		
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	• Aging Transitions met with EMS Community Paramedics around falls prevention efforts; next meeting in March • EMS met with Duke Primary Care and will begin making referrals of Duke patients into the program in the 3rd Quarter		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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			
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	• 3 OCES staff attended the "Remembering When Program Train the Trainer Course" in Wilmington • Partnering with UNC Injury Prevention, OCES conducted the first Orange County Remembering When Course for over 20 residents of ENO Haven in November	OCES is currently scheduling a Remembering When for Carolina Spring Senior Apartments in late January.		
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 technology education programs held at Efland-Cheeks and Cedar Grove Community Centers		

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Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
7.2.1f. Workforce development strategies are planned and implemented so that people caring for older adults are well-trained.	OCDOA/Senior Centers	UNC Hospital Hillsborough: working on becoming a geriatric-certified hospital. As part of the certification process, UNC will include training to staff (goal 100% of staff trained), and make training available to caregivers and community members	UNC Hospital Hillsborough became the first hospital in NC to receive Geriatric Emergency Department Accreditation (November 2018)		
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	• Formative research, including literature review completed • Community stakeholder meetings are ongoing (3 have been conducted)		
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	UNC Health Care actively seeking faith community partner		

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	• Formative research, including literature review completed • Community stakeholder meetings are ongoing (3 have been conducted)		
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 OCDOA through a simple form where at-risk individuals grant consent for OCDOA to contact them • Project EngAGE Mental Wellness Senior Resource Team developing Mental Health & Aging Resource Guide	New pilot project implemented at Senior Centers' front desks, with new procedure in place for after-hours and weekend client interventions		
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	~ 2 Ramps ~ 5 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	Four OCES EMS Supervisors successfully completed CIT Team Training.			
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)	OCDOA and UNC Health Care have partnered to co-sponsor quarterly faith outreach breakfasts at the UNC Hopsital – Hillsborough Campus	OCDOA and UNC Health Care continue to partner to co-sponsor quarterly faith outreach breakfasts at the UNC Hospital – Hillsborough Campus		
7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.	OCDOA, Piedmont Health	OCDOA 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	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	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	• 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 208 low-income OC older adults • Farmers Market food vouchers distributed (income based program)	Commodity Senior Food Program: OCDOA continues to coordinate and hosted the monthly food box program at five locations (Seymour, Passmore, Efland Cheeks Community Center, Cedar Grove Community Center, and Carolina Spring) • currently serving 243 low-income OC older adults		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	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.)	Project EngAGE Neighborhood Connections SRT held outreach event at the Hillsborough Orange County Public Library to provide information and recruit new aging in place neighborhoods		
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 Choices SRT held October event, "Let's Continue the Conversation: End of Life Care Conversations Groups" (14 attendees)		
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 Choices SRT held October event, "Let's Continue the Conversation: End of Life Care Conversations Groups" (14 attendees)		
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			
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				

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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	Project EngAGE Long-term Care SRT is partnering with Chapel Hill High School students to provide volunteering support at Signature Healthcare (skilled nursing facility)		
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 – OCDOA 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	Project EngAGE Senior Leader selected and participating in research project at Duke related to advanced care planning – community members administering 5-wishes or practical form – to compare forms and the roles of race of the person administering the form and congruency of the race of the person completing it		

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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	OCES Completed trainings with Carol Woods and have initiated the DNR Bracelet Project. Carol Woods has made a request for additional Bracelets.	• A CPR/ Semiautomatic defibrillator course will be provided at Carol Woods Jan 2019 • OCES will conduct follow up discussion with Carol Woods prior to releasing bracelets County wide		
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	Planning Spring event: "Voluntary Stopping of Eating and Drinking: A Little Known End-of-life Option"		

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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 OCDOA)	Ongoing (~410 volunteers at OCDOA)		
6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.	OCDOA / VC55+		VC55+ currently administering volunteer survey around effects of volunteering on mental and physical health		
6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.	OCDOA / VC55+	Ongoing	Ongoing		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+				
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	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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.		• All staff transitioned to permanent OCDOA, Aging Transitions employees • 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	Final OC Cares program evaluation completed – results to be reported in Q3.		
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	• Planning to expand Memory Café opportunities • Dementia 101 training conducted at Eflands-Cheeks CC		
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.		97 businesses trained	• Ongoing • Planning follow-up evaluation with businesses trained 1-2 years ago		
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	Ongoing		

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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 OCDOA 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)	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.					

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 held			
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	OCODA partnering with Signature Healthcare skilled nursing facility through Friend to Friend program	One new Friend to Friend match made at Brookdale Assisted Living at Meadowmont		
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: All Workgroup + OCDOA Communication Dept. – 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.	SHIIP – provided 8 medical office contacts		

8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	• OCDOA communication shares 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 at quarterly Faith Outreach Breakfasts and email lists; faith-based liaisons share information with their congregations
			• Work started in Y2Q1 is ongoing
			• OCDOA special events and announcements are broadcast on the Public Access Channel and shared on 13 public OC digital monitors:
			  • Sportsplex (1)
			  • DSS (1)
			  • Passmore (1)
			  • Seymour (1)
			  • Parks & Rec (1)
			  • Health Dept (4)
			  • Tax (1)
			  • Planning (1)
			  • Register of Deeds (1)
			  • Library (1)		

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.		• OCDOA distributes aging-related resources and events through quarterly faith outreach breakfasts and email lists; faith-based liaisons share information with their congregations. • Senior Times posts info about parks, greenways, and trails • New Health and Wellness Ambassador volunteer is going to Senior Centers monthly to provide info about Health Promotion • Attendies to the Dementia Friendly Businesses Training receive a monthly newsletter with caregiver resources	• Continue to communicate with Faith SRT – at quarterly meetings; liaisons share information with their congregations • Attendees to the Dementia Friendly Training for Businesses receive a monthly newsletter with caregiver resources • Medical office contacts (from SHIIP) were added to the OCDOA listserv • Information distributed through partnering home-care agencies, and area community centers		
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 OCDOA services & programs in Spanish (~200 reached) • Close connection with El Centro to facilitate Senior Employment	• El Centro continues to be a partner for employment concerns of older Hispanic workers (1 referred this quarter) • New relationship with El Futuro and their mental health services for Spanish speakers		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.1e. Liaisons are created with neighborhood groups.		Project EngAGE Neighborhood Connection SRT continues identify relationships with neighborhood groups throughout the County	Work identified in Q1 by Project EngAGE Neighborhood Connection SRT is ongoing		
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	Ongoing		
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)	• OCDOA staff met with OC IT to discuss Senior Times project. Ongoing workgroup to plan needs and functionality. • Exploring interface with RecTrac registration program. Project proposal to be submitted to OC IT next quarter.		
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.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.3c. Drop off locations are expanded.		At least 2 new drop off locations in Hillsborough			
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.*	Total Sessions (Hits): 11,361. Up 47% from Q1. Top 5 pages: 1. Aging Main Page (2,827) 2. Senior Center programs (2,596) 3. Senior Times (969) 4. Classes Trips (879) 5. Medicare Assistance (709) *NOTE: The website was migrating to a new platform on 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.	Facebook likes up 5% Total likes: 440		
8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	• *Endless Possibilities:* 2991 subscribers • *Community News for Caregivers*: 530 subscribers	• *Endless Possibilities*: 3091 subscribers • *Community News for Caregivers:* 541 subscribers		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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 the monitor software and assigned staff to update daily schedules, lunch menus, and special events (ongoing) • Communications volunteers update events on online community calendars. Events are tracked & assigned using Airtable software (Chapelboro.com, News of Orange, Visit Hillsborough, Hillsborough Chamber of Commerce, Daily Tar Heel, Southern Neighbor.)	• Community Resource Guide verification project ongoing • Exploring options with OC IT and staff to further refine daily activity reports on digital monitors • Senior Center program and events are advertised on the OCDOA Facebook Page		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.4e. People report they are hearing about events/programming through these sources when they register.			- Data collected by SHIIP program for all client contacts. - Are working to develop a process to track this for all programs across OCDOA by adapting the process used currently by SHIIP programs 11.4% of people who responded to the Senior Center Registration survey indicated they heard of the Senior Center through the internet.		
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
8.1.5a. 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	• OCDOA staff met with OC Community Relations to explore additional avenues for advertising to promote programs/services; Community Relations will reach out to local radio and newspaper for opportunities and will share with OCDOA & other County departments. • Aging Transitions has conducted radio interviews around dementia friendly business (DFB) program • Developing new DFB training video using local families		

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, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	OCDOA communication coordinated registration & staffing at local resource fairs (# reached): • Caregivers Summit – Chapel Hill (200) • 5th Annual Latin American Festival (200) • UNC Health Care Employee Benefits Fair (50) • Family Health, Safety & Resource Fair - OC Schools (15) • Cedar Grove Community Center - Yard Sale (1) • Info table at Walmart in Hillsborough County monitors are providing information on parks, trails, greenways that were highlighted in Senior Times	OCDOA program information distributed at local resource fairs (# reached): • UNC Stroke Survivor Event (25) • Primetime Business and ACCESS Health Open Enrollment Expos (31) • Moving Day NC Triangle - Walk for Parkinson's (23) • 2018 Health Fair "Safeguard Your Health" at Hickory Grove Baptist Church (30) • UNC Hospitals Geriatric Fair (7) • SAS - Eldercare Fair: (50) • UNC Wellness Centers Health & Wellness Expo (40) • Annual Habitat Homeowner Celebration (11) • 2018 UNC Carolina Serves: Fair (11) • Medicare Open House at UNC Family Medicine (200) • Aging Transitions has attended and tabled ~12 community events		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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 OCDOA programs and services	Ongoing		
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.			People who responded to the Senior Center Registration Survey indicated they heard about programs through non-electronic sources • Friend or Family Member (68.9%) • Senior Times (21.5%) • Newspaper (13.6%) • Brochure (6.1%)		
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					

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

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	See 8.1.1b; 8.1.5b
		
		• OCDOA housing workgroup maintains contacts with key members of organizations and community groups related to housing
		• Close connection with El Centro to facilitate Senior Employment
			• Key liaisons in the Efland community have been identified through events at the center and bus travel training.
			• Meals on Wheels of Chapel Hill has been identified as a key way to distribute info. to transit dependent individuals.
			• Senior Housing Reported featured on:
			  • UNC Partnerships in Aging Program website
			  • Affordable Housing Coalition website
			• Continue improving relationship with El Centro.
			• Take next steps with OC Transition Program, assisting people with felony convictions		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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	See 8.1.1b 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	See 8.1.1.b Special events are posted on online community calendars • Chapelboro.com • News of Orange • Visit Hillsborough • Hillsborough Chamber of Commerce • Daily Tar Heel • Southern Neighbor • Orange County Arts Commission Organizations that promote events/info: • UNC Partnerships in Aging Program • Efland United Voices • Cedar Grove CC • CH and OC libraries • OC Gov't Depts. • CHT sends press releases to UNC and Town governments of CH and Carrboro		

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		Ongoing	See 8.1.1.b and 8.1.6.b Transportation classes and trips that take place at community centers are advertised: • flyers at the community centers • community listservs (when available) • Online calendars for News of Orange, Chapelboro.com, Daily Tar Heel, and Southern Neighbor Continue Quarterly Senior, e-newsletters. Use WCHL, WCOM (Carrboro); meet WHUP (Hillsborough) leadership.		
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	Community center events and OCDOA programs held at local community centers are promoted at the senior centers, ODCOA listserv mailings, and Senior Times	• Carrboro Recreation and Parks bring copies of their brochure to Seymour (3 times a year) • Community Center events listed in the Senior Times are included in the senior center listserv.		
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.					

Indicator	Lead Agency	Status October 2018	Status January 2019	Status April 2019	Status July 2019
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 Bi-annual Questionnaires Senior Center surveys – data collected in September	See 8.1.4e Senior Center Registration survey "How did you hear about the Senior Center" • Friend or Family Member (68.9%) • Senior Times (21.5%) • Newspaper (13.6%) • Internet (11.4%) • Brochure (6.**1%)** • Other (10.5%)		