ORANGE COUNTY MASTER AGING PLAN

2019-2020

MAP Implementation Matrix: Year 3

Workgroups:

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

Orange County Master Aging Plan Implementation Matrix: Year 3: 2019/20

Outdoor Spaces & Buildings Workgroup

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

Transportation Workgroup

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

Housing Workgroup

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

Social Participation and Inclusion Workgroup

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

Civic Engagement & Employment Workgroup

Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.
Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.
Objective 6.3: Promote the value of an experienced workforce to local employers.
Objective 6.4: Expand enriching volunteer opportunities for older adults.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Community Support & Health Services Workgroup

Objective 7.2: Expand services to help older adults age in their homes and communities.
Objective 7.3: Improve collaboration between medical providers and OCDOA.
Objective 7.4: Address the problem of food insecurity among older adults.
Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.
Objective 6.4: Expand enriching volunteer opportunities for older adults.
Objective 5.1: Ensure a welcoming, inclusive, and livable community.
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.
Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

Communication and Information: All Workgroup + OCDOA Communication Dept.

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

Outdoor Spaces and Buildings Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.					
Strategy 1.1.1: Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.					
1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.	OCDOA	Two representatives, Parks and Rec from CH and Mebane, plan to attend 10/9 meeting	Representatives were not able to attend as planned	Two workgroup members planned to attend the event 4/8 (postponed due to COVID-19). Opportunity to present a few key points from MAP at next meeting.	On hold due to COVID-19
1.1.1c. Increased communication from and to nature-related organizations regarding natural areas and other public outdoor spaces is achieved through town Planning and Parks and Recreation Departments.	OCDOA	Ongoing Identified two additional email listservs that can be forwarded to the workgroup members	Ongoing		
Strategy 1.1.2: Provide both traditional and innovative means of monitoring and reporting maintenance issues about the condition of outdoor spaces and public buildings.					
1.1.2b. Staff are assigned to respond to public building maintenance requests, with status updates and explanations for actions taken/not	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works	Work order system and policies in place to respond to email requests already in place	Ongoing	Ongoing	Ongoing

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taken.	and Parks and Recreation departments, OCDOA				
1.1.2c. Training programs on using monitoring and reporting systems are provided at OCDOA.	Orange County Asset Management Service (OCAMS), DEAPR, town Public Works and Parks and Recreation departments, OCDOA	Identified places to share information related to the systems currently in place to report: • Advisory Board meeting • Senior Times • Pertinent OCDOA classes, especially Tech Team classes	Ongoing	Ongoing	
Strategy 1.1.3: Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.					
1.1.3a. At least one older adult is on every county and town Advisory Board that has input on outdoor spaces and buildings.	Advisory Board on Aging, OCDOA	• Older adults already sit on many boards. Working to identify all the boards and learn about their membership policies. Will advocate for designated spot for older adults if not already in place. • Hillsborough Parks and Rec board is moving to a 10-member board with designated spots (one 55+ and one teen) - approved in June, recruiting now. • County positions are by township. Identified as an opportunity for advocacy. • Carrboro board has representative positions	Ongoing	New board member to Hillsborough town board is an older adult	Ongoing

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		for seniors and teens.			
1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.	Advisory Board on Aging, OCDOA	• Currently happening through Aging Advisory groups. • Project EngAGE could create an SRT for outdoor spaces advocacy group which can look at elected official agendas for important issues and attend meetings to represent interests of older adults.	Exploring options for listserv communication about advocacy issues and opportunities	Discussed during meeting, workgroup members will meet to plan/organize: 1. How to form this group (Next group of Project EngAGE, county and Project EngAGE listservs) 2. What it would advocate for? (More funding for rec and outdoor, aging services. Volunteers for activities like hikes, ideas for rec on what to do for activities, programing) 3. Identified indicators it might be able to focus on.	Planning meeting held with discussion of the following. • Goals: o Indicator 1.2.1e o Identify resources for enhancements to outdoor spaces in OC, including volunteers. o Help older adults to use the Interactive Trails Map (1.2.1f) o Advocating for programming using outdoor spaces in OC • Meeting quarterly or every other month. • Workgroup leader reaching out to colleagues for help recruiting volunteers. • Promoting use of outdoor spaces during COVID by discussing safety, importance of physical activity, using outdoor spaces to cope.
Strategy 1.1.4: Increase awareness on the part of older adults about design/planning standards and guidelines relative to outdoor spaces and public buildings.					
1.1.4a. Presentations to groups with large numbers of older adults (e.g., nature	Orange County and town Planning Departments,	Ongoing Considering presenting at meetings such as Project	Ongoing	Could discuss at the next Inter-Governmental Parks Work Group, or	On Hold due to COVID-19 Pandemic

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groups, talks at senior centers, and residential groups) on standards and guidelines are made by county and town planning departments at least annually.	DEAPR, and OCAMS, with support from the OCDOA	Engage or OCDOA Advisory Board. These representatives can disseminate the information to others.		something the future Advocacy Group could work on.	
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	• Ongoing through OCDOA and Carrboro, e.g. guided nature walks • Three walks completed this fall. One in Spanish and one in Mandarin. Planning next walks in March and May, working through transportation issues. • "Birding by Ear" walk completed in Sept – cooperative effort with Services for the Blind, Chapel Hill Bird Club, and Autobond Society. OCDOA shared information in e-newsletter	Ongoing OCDOA and CH Parks and Rec working together to collaborate on more activities	• Ongoing through OCDOA, CH, and Carrboro walks (e.g. 5 guided walks and multiple climbing, paddling, and other outdoor events were listed in Senior Times and other outdoor activities). • Passmore Friends is paying for transportation for OCDOA sponsored walk events.	On Hold due to COVID-19 Pandemic
1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.	OCDEAPR/ Town of Hills/OCDOA	Ongoing	Ongoing	Ongoing	Ongoing
1.2.1e. A different park is highlighted every month on the OCDOA	OCDOA/ OCDEAPR	• Promote Park locator Maps in ST initially • Promote specific parks in	Ongoing • Sharing in every issue of ST is difficult	• Promoting different parks through guided walk events	On Hold due to COVID-19 Pandemic and closure of parks

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website and in the Senior Times.		ST	because of restricted space limits. Will explore sharing in one of the e-newsletters each month • CH shares information about parks or events on monitor screens in public spaces	to save space in the ST. • Considering working toward monthly e-newsletter.	
1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.	DEAPR, OCDOA, OCAMS	• Have been promoting searchable locator map for last six months. • Could provide more training for staff, especially the Seymour Tech team • NC Wildlife has information about handicap accessibility (could add this information to the class as well)	In progress	Potential for advocacy group to explore https://gis.orangecountync.gove:8443/TrailsAndParks	On Hold due to COVID-19 Pandemic
1.2.1g. Maps of trails with locations of benches are available at the entrance to natural areas.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough	• Will explore options to increase accessibility for people with visual impairments after comments from visually impaired workgroup members regarding difficulty of using conventional maps (guided walks, auditory signals/beepers, markers/signs, speedbump-like tactile trail marker) • Will connect with Duke professor who has		

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			worked on creating similar maps with students • Will provide visually impaired workgroup members with information on how to submit request for Parks and Rec to investigate these issues		
1.2.1h. Signs/trail markers are added at intersections of longer trails.	DEAPR, OCDOA, OCAMS	Completed in Hillsborough	See 1.2.1g.	Most trails are marked, including the distance at the trail head	
Strategy 1.2.2: Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.					
1.2.2d. Internship opportunities are created with university students to help complete the work.	Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)	• Sustainability coordinator had an intern to identify OC park maintenance. • Hillsborough also had an intern.		• Could talk to the department chairs NC State - Parks, Rec, Tourism program (NCCU, UNC programs), • Members also interested in senior and high school student volunteers	On Hold due to COVID-19 Pandemic
Strategy 1.2.4: Increase the availability of small-scale outdoor areas and gathering spaces.					
1.2.4a. The number of areas without manmade constructions obstructing nature is increased.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and	• New natural areas: Blackwood and Brumely Forrest, Moorefields, Hollow Rock, MLK Park • Started: MLK, Hillsborough Exchange	Ongoing	• MLK has opened • 7 mile nature preserve in Hillsborough opened	On Hold due to COVID-19 Pandemic

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	OCDOA				
1.2.4c. Intergenerational outdoor spaces and activity stations are established at the senior centers.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Senior Center gardens • Grants available • Consider adult play equipment (e.g., swings) but concerns that people will not use the equipment • Included in MLK park plan • Bocce at SportsPlex	In progress	Ongoing (e.g., SAGE walk on the first Tuesday of every month, climbing events)	On Hold due to COVID-19 Pandemic
1.2.4d. New developments are mandated to include small-scale parks.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Ongoing - Driven by local ordinances • Can investigate what is currently mandated and what changes can be made through Town Unified Development Office (UDO). • CH and HSB have active recreation requirement – there are several different ways to reach these mandates.	New green space noted near Whole Foods and PTA in CH by new development	Ongoing law that mandates that new developments have a green space or pay a fee (“payment in lieu”). New example of development on Homestead, Claremont which has green space.	
1.2.4e. At least one bus stop in each town is converted into a wellness stop/integrated garden.	Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA	• Seymour Center to investigate the possibility of updating their bus stop with the renovation/addition (example – Charlotte AARP challenge grant) • Meditation poster at bus stops • County building at River Park next to rain garden under construction	Will investigate working with CH transit on hanging more wellness posters at bus stops as a feasible first step	Working with Hillsborough to put up movement posters at bus stops	On Hold due to COVID-19 Pandemic and local spending stopped for non-essential

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		• Hillsborough putting in covered shelters with solar panels this year • Little free library			
Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.					
Strategy 1.3.1: Review design and construction regulations and standards to ensure that built environments are accessible and easy to visit.					
1.3.1a. Existing public spaces are reviewed for compliance with Americans with Disabilities Act (ADA) standards and feedback is provided to county and town Planning Boards.			• The county completed an audit and is working to fix issues with their buildings • Workgroup member noted that truncated domes, which help people who are visually impaired, are not always placed correctly at crosswalks	Ongoing Future Advocacy Group might be able to talk to the planning boards about the crosswalks.	On Hold due to COVID-19 Pandemic
1.3.1b. New design regulations and standards are created as needed.	Orange County and town Planning Departments, Orange County Disability Awareness Council	Ongoing	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
Strategy 1.3.2: Foster partnerships between public and private agencies to improve public infrastructure.					
1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public	OCDOA	Hillsborough received a grant to add covers to stops at the OPT circulator route	Working with CH and OT for permitting in process to have semi-seats installed at bus stops to provide seating for people to rest	In progress Advocacy Group could help identify and connect to private sector agencies.	

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transportation, such as benches and bus shelters.					

Transportation Workgroup – Year 3 Priorities

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Objective 2.1: Expand availability and improve transportation options for older adults.					
Strategy 2.1.1: Increase the capacity of the current Volunteer Driver Program.					
2.1.1a. Funding is maintained for the Volunteer Driver Program.	OCDOA, with support from OPT	Received 2-year renewal of Grant Funding from Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the "Senior Transportation Expansion, Assessment and Mobility Management Project (STEAMM)"	Exploring funding possibility with Triangle Area Rural Planning Organization (TARPO). Project proposals to be submitted by May 1, 2020. Plan to attend the next Rural Transportation Advisory Committee (RTAC) to learn more	Submitted grant proposal with Code the Dream to STROWD Roses Foundation for $10K to create ride-share app for Volunteer Driving Program.	Submitted grant renewal to Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the "Senior Transportation Expansion, Assessment and Mobility Management Project (STEAMM)"
2.1.1b. Increased number of volunteer drivers.		• Recruited 3 new volunteer drivers. 1 driver retired with a net gain of 2 new drivers • 9 active drivers total	• Recruited 2 new volunteer drivers. • Met with Southern Village Aging in Place (SVAiP) Chair about working to add VDP	• Recruited 4 new volunteer drivers. • 15 active drivers total • Continue to work with SVAIP and Code the Dream for VDP expansion	• Current drivers are not driving due to COVID • Drivers remain engaged in VDP thru monthly check-ins • Some Drivers calling assigned riders for check-ins
2.1.1c. Increased ridership.		Volunteers drove 80 one-way trips, up from 50 one-way trips Y2Q4.	Volunteers drove 134 one-way trips. Ride assignments increased over the holidays.	Volunteers drove 158 one-way trips. Received 9 cancelled rides due to COVID-19 the end of March	Transportation Specialist drove 54 one-way trips. Providing emergency transport with strict adherence of PPE protocol
Strategy 2.1.2: Pursue solutions to meet the need for increased transit service hours and access to more destinations.					
2.1.2b. Service hours and destinations are increased by OPT and	OCDOA, with support from CHT and OPT	• Appropriations from dismantled Light Rail Transit money will go	• EZ Rider has 20 vans. Five of the 7 new vans are on the road.	• EZ Rider has 20 vans. All 7 new vans are in operation.	Both EZ Rider and OCPT reduced services in April and May due to

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EZ Rider.		to local counties/ communities to decide what to do with buses and expansion. • In the OUTBoard-TAS meeting, learned OCPT and other partners are evaluating priorities for the coming year to decide where to best use the light rail money	Ridership remains high. • OCPT EDTAP applications have increased roughly 15-20% since people became more aware of non-medical trip options. • OCPT will add a second bus to the Hillsborough circulator decreasing wait time in half.	• OCPT scheduled to add a second bus to the Hillsborough circulator late spring 2020.	COVID. Both are limiting passenger count and adhering to PPE protocols
2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.		EDTAP program continues to be promoted at Senior Centers, and through Transportation helpline	• EZ Rider and EDTAP continue to be promoted at Senior Centers, and through Transportation helpline. • OCDOA makes multiple referrals to both programs each week.	• EZ Rider and EDTAP continue to be promoted at Senior Centers, and through Transportation helpline. • OCDOA makes multiple referrals to both programs each week.	• EZ Rider and EDTAP continue to be promoted at Senior Centers, and through Transportation helpline. • OCDOA makes multiple referrals to both programs each week.
2.1.2d. Same day service to urgent care appointments is established.	OCDOA, CHT, OPT	• OCPT is working on a same-day service Uber/Lyft model program. • Survey was sent to all OC departments and OCPT partners. Now analyzing survey results and create a proposal	OCPT will pilot their Mobility on Demand Uber/Lyft model program in Hillsborough in Feb 2020. Offering Friday evenings and Saturday service to help fill gaps.	OCDOA pilot of Mobility on Demand Uber/Lyft model program in Hillsborough has been pushed to late spring 2020.	OCDOA pilot of Mobility on Demand Uber/Lyft model program in Hillsborough continues to be developed, but implementation is on hold due to COVID
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.					

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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.	• One transfer point identified between EZ Rider and Durham Access at 15-501 Wal-Mart location. • Workgroup member and SW with Services for the Blind has been appointed to EZ Rider Advisory Committee (EZRAC). • Community expressing need to work with CHT and GoTriangle-paratransit to reinstate the bus stop at Seymour Senior Center.	Attended Vision Insight meeting to talk with New Director of Durham Department of Transportation 3/6/20. Questioned the discontinuation of EZ Rider-Durham Access collaboration at 15-501 Wal-Mart location. Durham Access is currently be acquired by Go-Triangle (should be finalized fall 2020). This should result in improved partnerships.	• Progress on Durham Access has been placed on hold while reprioritizing strategies to continue operations in the midst of COVID • UNC research team for "*First Mile to Using Data Analytics to identify and Address Transport Barriers to Care" has asked the MAP Transportation workgroup to share research updates and participate in the design and testing of their data platform*
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	Creating a sub-workgroup decreased attendance in the primary workgroup. Members decided to re-consolidate and incorporate Medical Transport back into the general workgroup.	• Meeting with UNC Department Chair of City & Regional Planning – who will join the medical transportation subgroup. • Recruited the UNC hospital transportation services manager.	PhD student from UNC City and Regional Planning provided a virtual seminar "*Access to Health Care: Perspective on Transportation as a social Determinant of Health"*
Strategy 2.2.2: Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.					
2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.		Working with Durham Access and CHT EZ Rider program to streamline two-part ride requests. Have developed a way to create a "subscription" for routine two-part ride	Volunteer Driver Program has started collaborating with EZ Rider and EDTAP to offer a one-way ride in combination with public transit. Will monitor impact	Volunteer Driver Program has started a two-part ride share for extremely rural program participants. Currently two program members regularly have two share the ride.	The one-way shared rides have been placed on hold, as the only driver during COVID is the Transportation Specialist. Will resume when the program resumes

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		requests.			
Strategy 2.2.3: Educate transit dependent older adults about emergency/disaster preparedness and planning.					
2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.	OCDOA	VDP riders are asked about their emergency plans when they enroll in the program.	• VDP riders are asked about their emergency plans when they enroll in the program. • Plan to offer ongoing trainings in emergency planning and mobility assistance to VDP drivers to review with riders.	OC Occupational Therapist scheduled to offer mobility assistance class at next quarterly meeting.	• VDP riders continue to be asked about their emergency plans upon enrollment • NC Senior Driver Safety Coalition *"Plan for the Road Ahead"* presentation was promoted via the Endless Possibilities electronic newsletter
Objective 2.3: Increase access to transportation information and travel training.					
Strategy 2.3.1: Educate older adults to access transit information.					
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.	• Decision Tree is active on OCDOA website as well as links to CHT, OCPT and GoTrianlge. • Will circulate Transportation pamphlet to above transit organizations to ensure most up to date contact information is listed.	• Transportation pamphlet updated with current information. • Transportation section on OCDOA website has been updated with current information.	• Transportation information and resources are available M-W-F via the Senior Nutrition program at Seymour Senior Center • Transportation information and resources are available every 3rd T-TH via the CSFP Food Box program at both Senior Centers, and Cedar Grove Community Center
2.3.1b. Easy to read user guides are published and regularly updated.		Technology request approved to purchase Adobe Acrobat Pro as support for the Transportation	• Personalized route maps with visual direction markers are being provided to residents after home	Bus Riding 101 power point presentation has been completely revised and updated. Reviewed and approved by CHT,	Ongoing distribution of newly revised and easy to read transportation pamphlet.

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		Specialist to create easy to read materials needed to run programs that support the Master Aging Plan and MPO grant.	visits and/or drop-in transportation trainings. • Will continue to update and improve transportation pamphlet.	OCPT and GoTriangle representatives.	
2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.	OCDOA, with support from OPT, CHT, and public libraries	• Transportation tabling continues 1x each month at each senior center (~11-18 people reached/month). • Transit Academy Event brought together major transit organizations and OCDOA for public education event.	• Transportation tabling continues 1x each month at each senior center. • Transportation presentation at Mt. Carmel Church 10/6/19 (~18 people) • Transportation presentation at Cedar Grove Senior Day 10/15/10 (~21 people) • Transportation presentation to Project EngAGE 11/14/19 (~16 people)	• Transportation tabling continues 1x each month at each senior center. • Transportation presentation at Interfaith Breakfast 3/3/20 (~16 people) • Transportation presentation at Mt. Moriah Church 3/5/20 (~22 people) • Transportation presentation at UNC Community Mobility class 2/13/20 (~25 people)	• Transportation tabling and presentations have been placed on hold due to COVID • Promoted CDC "My Mobility Tool" via electronic newsletter 5/19/20 • Promoted NC Senior Driver Safety Coalition "Plan for the Road Ahead" via electronic newsletter 6/16/20
2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.	OCDOA		• 5 small training sessions provided during Y3Q2. • 2 Bus Riding 101 class scheduled for early 2020.	• Bus Riding 101 class offered at Passmore 1/22/20 • Bus Riding 101 class offered at Seymour 2/21/20 3 small training sessions provided during Y3Q3	• Bus Riding 101 class has been placed on hold due to COVID • Provided nine individual training sessions to residents who contacted Aging Helpline or Transportation Helpline
Strategy 2.3.2: Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.					
2.3.2c. Travel training for new bus riders is offered	OPT, CHT, OCDOA	• Bus Trip to DPAC 8/19 (6)	CHT Community Ride Day to Arts Center for	First Rider Event partnering with	May 1st First Rider Event cancelled due to

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on a regular basis.		• Bus Trip to Morehead Planetarium 8/21 (10)	Holiday Market 12/7/19	GoTriangle scheduled for May 1, 2020.	COVID. Exploring ways to resume travel training during COVID

Housing Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.					
Strategy 3.1.1: Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.					
3.1.1a. A Housing Task Force is developed.		MAP is an active member of the Affordable Housing Coalition	OC Aging Board/Housing Workgroup Member and MAP Housing Workgroup leader continue as active members of the Affordable Housing Coalition	• Continued Active Participation in Affordable Housing Coalition • New members of Housing Workgroup include 2 leaders from Orange County Housing and Community Development Office	Continued participation in Affordable Housing Coalition.
3.1.1b. A list of state and local polices to target is created and changes are recommended.		COMPLETED	COMPLETED	COMPLETED	COMPLETED
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.					

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3.2.1a. Additional public-private partnerships are developed to increase affordable housing options for older adults.	OCDOA/ Advisory Board/ UNC Partnerships in Aging Program (PiAP)	Working with Self-Help to consider senior housing as a part of the new Homestead Mixed use development	• With support from UNC PiAP and the Jackson Center, Carol Woods awarded PeeWee Homes, Inc $60K to build a duplex dedicated for seniors coming out of or at risk for homelessness. • In partnership with UNC PiAP, Self-Help, and Charles House, the Jackson Center was awarded $40k from Triangle Community Foundation, which will fund a part-time coordinator position to facilitate engagement of Northside elders in housing initiatives, celebrations, intergenerational connections and supportive services	Strowd Roses funding obtained by Marian Cheek Jackson Center to support affordable housing in Northside.	• Provided comment at Carrboro Town Council meeting re: approval of Cobb Street senior housing in Northside • Application for PeeWee Home from Chapel Hill Affordable Housing Development Reserve Fund has been recommended to Council. If approved, Pee Wee Home will be on track to break ground this summer.
3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.				OC Data around senior housing was shared with Housing and Community Development Dept. to inform their Consolidated Plan	County Bond application process refined this quarter

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.2.1c. A pilot project focused on shared, supportive housing models is created.	OCDOA/ Advisory Board, OC Housing Dept, UNC Partnerships in Aging Program	Kick off LINK program: Linking Generations in the Northside Community	LINK Program continues in Northside. 8 elders and 12 UNC students are engaged in mutual learning, relationship building, and community celebrations.	LINK students infusing additional energy into the program in response to COVID-19	Eldercare Partners, working with PiAP intern and Jackson Center senior fellow, are on track to have implementation plan for senior housing with supports in place by August 2020.
3.2.1d. One site for development of age-friendly housing is identified in each of the Orange County jurisdictions: Carrboro, Chapel Hill, Hillsborough, and the county.	OCDOA, OC Housing Dept	COMPLETED	COMPLETED	COMPLETED	COMPLETED
3.2.1e. Tax incentives are created that encourage accessible housing design and repair.		Identify feasibility for this and possible alternatives if not feasible			
3.2.1f. OCDOA is consulted with by developers and financers at the conceptual stage to ensure home and neighborhood designs are age-friendly.	OCDOA/ UNC Partnerships in Aging Program (PiAP)		PeeWee Homes plans to consult with OCDOA and the UNC PiAP to ensure universal design principles are applied to the new duplex in Northside.	Town of Carrboro asked for accessibility consultation from OT with Partnerships in Aging Program re: their new Habitat Duplex	• PiAP provided review of architectural plans for PeeWee Homes. Review resulted in substantial modification of original drawing to promote livable design. • Offered Livable Design Review to architect for Cobb Street-Habitat property in Carrboro. Pending.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.	OCDOA	COMPLETED	Current increase in senior designated housing is 37%	37% increase stands	GOAL exceeded
3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.	OCDOA	Advocated for senior housing in the new UNC Healthcare development and the new SelfHelp initiative on Homestead		Continued advocacy for affordable senior housing in UNC Healthcare development near Eastowne	
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.					
3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.	OC Housing	COMPLETED	COMPLETED	COMPLETED	
3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.	OC Planning, OC Housing Departments	Currently working to connect with planning department. Multiple attempts made to connect.			
3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.		OCHPC continues to identify collaborations among home repair organizations, partnering for more effective completion of jobs.	OCHPC continues to identify collaborations among home repair organizations, partnering for more effective completion of jobs.	OCHPC continues to collaborate across cases. Database is fully functional and assessment>spec>project process is being implemented. Evaluation of coordination is being planned by SEEA team and UNC Planning and Public Health Student	OCHPC continues to collaborate across cases. Evaluation of SEEA grant is underway through UNC Planning and Public Health Student

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1d. Wait times are decreased for residents needing urgent home repairs.	OC Housing, OC Planning, OCDOA	OCHPC has increased actions taken on specific cases and have begun tracking when and how long action is taken.	Database has been developed that can robustly track the time it takes for each phase of projects to occur. This is an important step for being able to identify improvements in wait time.	OCHPC continues to collaborate across cases. Database is fully functional and assessment>spec>project process is being implemented. Evaluation of coordination is being planned by SEEA team and UNC Planning and Public Health Student	OCHPC continues to collaborate across cases.
3.3.1e. Number of accessibility repairs performed is increased.	OC Housing, OCDOA	Working to track this through OCHPC	Discussion in OCHPC falters when it comes to how to measure this. “Accessibility” is unclear because most home repairs are impacting the person’s ability to access, live, and function in their home, and limiting “accessibility” to only physical accessibility related to mobility seemed inappropriate to the OCHPC members. Considering closing this item as no longer appropriate.	Closed as no longer appropriate.	
3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.		Not feasible. Handy Helpers program is alternative.			

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.	OCDOA	No consultations this quarter.	No consultations this quarter.	No consultations this quarter.	
Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.					
Strategy 3.4.1: Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.					
3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially "missing middle" housing (i.e., duplexes and small scale apartments with courtyards).	OCDOA	No programs this quarter	No programs this quarter	Aging in Community list serv used to inform community members about how they can participate in development of the County's Consolidated Plan for Affordable Housing	Aging in Community listserv used to ask for support to OCDOA programs providing food and medication delivery during COVID.
3.4.1b. Aging Readiness Campaign is created with yard signs, interactive websites, and resources that can help older adults and family members plan for their future housing needs.	OCDOA/ UNC Partnerships in Aging Program (PiAP)	• Aging in Community series • Knowledge and info for resources available and help people think now about future housing needs	Communications intern hired via UNC PiAP to facilitate community awareness of OCDOA services, including housing related issues.	• UNC PiAP intern with OCDOA continues social media and website communications re:preparing for aging and future housing needs. • Initial conversations underway re: data collection needs for 2022 MAP Planning Year	UNC PiAP intern hired by OCDOA this summer to advance aging readiness through social media.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.		Housing preservation group to consider	OCHPC to consider; consider for project in community-based practice course in OT at UNC.	UNC OT students have worked with OCHPC members during Spring semester to develop a project plan for this education program oriented toward community advocates and community members.	Jackson Center and Habitat will co-chair an Education and Outreach sub-committee of the OCHPC to develop these initiatives further.
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	Connected with Planning Department Representative at Steering Committee meeting who was interested and open to this, have not been able to connect since.	No updates	No updates	
3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.		Contingent upon connection to planning department	No updates	No updates	
3.4.2c. Programs are developed to decrease misconceptions about partial repairs.		Contingent upon connection to planning department	No updates	No updates	
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 2019	Status January 2020	Status April 2020	Status July 2020
3.6.1a. Position is created and filled with support from housing agency partners.	OC Housing Department, OCDOA		Positive conversation with OC Director of Housing and Community Development regarding this position. Development of job description and preparation in progress.	OC Director of Housing and Community Development is actively pursuing a way to leverage a currently available position to make this position possible.	Due to COVID-19, new positions are halted across multiple organizations. Therefore, this position will need to be revisited for FY22.
3.6.1b. Older adults are connected to and supported to live in housing options of their choice.			OCHPC includes questions in home preservation assessment that assist in identifying if an older adult prefers to live in their home or move elsewhere.	Planning for collecting these surveys and the analysis of the data has begun.	Evaluation and surveys are currently being implemented.
Strategy 3.6.2: Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.					
3.6.2a. Network of repair/remodel organizations is developed.		DONE – OCHPC – with support from SEEA grant, currently developing online database to maximize collaboration		Sustainability of the Coalition is an expressed priority of the OC Department of Housing and Community Development	
3.6.2b. Collaboration coordinator is selected.		DONE - Temporarily – PostDoc position		OC Department of Housing and Community Development is working to ensure the sustainability of the coordinator position and leverage an open position to support a more sustainable plan.	Due to COVID-19, new positions are halted across multiple organizations. Therefore, this position will need to be revisited for FY22. OCDHCD is still interested and excited to support this work.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2c. Representative from each organization is designated to network.		Not officially designated, but representatives from each org are regularly attending and participating. (Done – essentially)	MOU is being developed to formalize these expectations and partnerships.	MOU has been sent to County Legal team for review. Awaiting their revision.	MOU sent to County Legal team for review. Awaiting their revision.
3.6.2d. Referrals are increased across organizations.		Referrals are being tracked in database and through Home Preservation Meeting, referrals have increased.	Referrals are being tracked in database and through Home Preservation Meeting, referrals have increased.	Planning for analysis of tracked data has begun.	SEEA Evaluation currently underway.
3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.		This is increasing and being tracked through OCHPC database.	This is increasing and being tracked through OCHPC database.	Planning for analysis of tracked data has begun.	SEEA Evaluation currently underway.
3.6.2f. More comprehensive repairs are provided to residents.		• SEEA Grant funds Home assessment manager to more comprehensively identify needs of residents • Increased robustness of Handy Helpers program completing more repairs than ever before.	Communication regarding cost sharing through OCHPC supports more comprehensive use of funds for home repairs.	Planning for analysis of tracked data has begun.	SEEA Evaluation currently underway.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.		• OT student collected oral histories of home repair experiences. • SEEA Grant evaluation will also include well-being assessment after home repairs are provided. • Handy Helpers will also begin including further evaluation of meaningful change after home repair.	OCHPC and Handy Helper assessments were developed. Implementation to begin in Jan 2020.	Planning for collection analysis of data has begun.	SEEA Evaluation currently underway.
3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.		• SEEA Grant increased funds for partners organizations (OCDOA, Habitat) by 5000 per year. • Collaborations are happening across the OCHPC to complete various levels of repairs (major rehab to minor home repairs) - tracked through the SEEA grant evaluation.		OCHPC is collaboratively managing Climate Impact Tax funds (~$175,000) designated by OC BOCC to support sustainability, weatherization, and comprehensive repairs to low-income families. OCHPC has developed plan to leverage these funds to more comprehensively tackle complex home repair jobs.	
3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.		Have offered training/resources to RTT Home Assessment Manager, increased marketing of Handy Helpers, and Improved referral processes for residents and employees to connect with OCHPC.	Considering as part of Community Based Project for OT students	UNC OT students have worked during the Spring Semester to develop a plan for this program.	Jackson Center and Habitat will co-chair an Education and Outreach sub-committee of the OCHPC to develop these initiatives further.

Social Participation and Inclusion Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.					
Strategy 4.1.1: Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.					
4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.	OCDOA	Ongoing	Exploration of new assistive technology is being pursued - a stand-alone document scanner with OCR capability and ability to magnify and adjust contrast, NCRS Reading Service	Ongoing	
4.1.1b. Programming is made available in multiple languages, in partnership with community groups.	OCDOA	Upcoming events: • Latino Health Fair on Sunday, Nov 3 • Latina Breast Cancer Awareness event in Oct • Coalitions planning Muslim Identity Panel and Language Justice Summit • Health Equity Council hosting Gender Identity Panel discussion and Community Forum to share community health assessment results next spring	In process of increasing offerings of Latinx programs and bi-lingual programs with both English and Spanish and/or English and Mandarin, or English, Spanish and Mandarin	Ongoing	On Hold due to COVID-19 Pandemic
4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North	OCDOA	Ongoing	• Met with Piedmont Health Social Worker about increased programs for Spanish language only and dual language with	Ongoing	On Hold due to COVID-19 Pandemic

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.			Spanish. • Club Nova has returned to the workgroup after almost a year due to staff changes.		
4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).	OCDOA	Held kick-off event 9/9 for LGBTQIA+ community to gather information related to programming needs. There were 28 participants.	• Mental Health and LGBTQ (7) events planned for Jan and Feb • Info about Refugee, Faith programming shared. • LGBTQ icon created for Sr Times programming	• Announcements of monthly walk for LGBTQ and 2 other LGBTQ affirming events • Quarterly Faith Outreach Breakfast • More programs offered in Spanish and Mandarin	On Hold due to COVID-19 Pandemic
Strategy 4.1.2: Expand space availability for social/educational programming to meet anticipated growth of older adult population.					
4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.	OCDOA	Seymour Center expansion construction to begin soon, currently waiting for permits.	Seymour Center Construction began Nov. 4	Seymour Center expansion construction is in progress.	Seymour Center construction is in progress. Some areas are ahead of schedule such as upstairs offices.
4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.	OCDOA	• Senior Day Event in Sept at Cedar Grove was well received (87 attendees) • AF exercise class attendance increase (14 attendees) at Cedar Grove CC	IG Valentine Social planned at Cedar Grove	Ongoing	Ongoing. With COVID-19, more virtual programs are available, and some should continue once face to face is permitted.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
4.1.2c. More people participate at the senior centers.	OCDOA	↑ - Seymour ↑ – Passmore As compared to previous year at the same time.	↑ - Seymour ↑ – Passmore As compared to previous year at the same time.	↑ - Seymour ↑ – Passmore As compared to previous year at the same time.	Participation declined with COVID-19
4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and space.	OCDOA	Community Center space is being more intentionally used for Senior programing (Cedar Grove, Efland)	Work in Progress	No progress in this area due to constraints on county budget	No progress in this area due to constraints on county budget due to COVID -19
Strategy 4.1.3: Create more opportunities for intergenerational programming.					
4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).	OCDOA	Held intergenerational Ice Cream Social event in honor of National Grandparents Day (15 attendees)	Seven different IG events offered Dec '19 – Feb 20.	Ten different IG events offered Jan – Mar ' 20.	On Hold due to COVID-19 Pandemic
4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith		Ongoing with OC sheriff office	Women's shelter, Carolina Seminar - Arts Across the Ages, CH Parks and Rec, SAGE of Raleigh	• Love is in the Air Sweetheart w/ Hannah Ruth Foundation • Ongoing climbing events w/ • CH P & R • Ongoing program with ARC of the	On Hold due to COVID-19 Pandemic

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
communities, fraternities and sororities, YMCA, local businesses, etc.).				Triangle • Spring Tea w/ Duke CommuniTEA Club	
4.1.3c. More young people are involved in senior center programming.		Ongoing	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
Strategy 4.1.4: Expand awareness and availability of scholarships/fee reductions.					
4.1.4a. Awareness of availability of scholarships/fee reductions is increased.	OCDOA	Shared scholarship information at following events: Intergenerational SRT, Faith-Outreach, Geriatric Internal & Family Medicine Introductory Mtg, LGBTQ Mtg	Shared at the following: Mt. Carmel Church and Holy Family Church	Ongoing	On Hold due to COVID-19 Pandemic
4.1.4b. More scholarships/fee reductions are utilized for programming.	OCDOA	**Seymour**: Fit Feet -2 Fitness Room – 7 Fitness Classes – 0 SC Education – 0 **Passmore**: Fit Feet – 1 Fitness (SportsPlex)– 4 Exercise Classes – 1 PC Education – 3	**Seymour**: Fit Feet -2 Fitness Room – 7 Fitness Classes – 0 SC Education – 0 **Passmore**: Fit Feet – 1 Fitness (SportsPlex)– 4 Exercise Classes – 1 PC Education – 3	No change this quarter	On Hold due to COVID-19 Pandemic
4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.	OCDOA	Current demand is adequately met	Current demand is adequately met	Current demand is adequately met	On Hold due to COVID-19 Pandemic
4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee	OCDOA	Ongoing	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
reductions form.					
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	• Survey to assess interests and appropriate communication methods (e.g. TV vs internet) was completed with SALT. Results reviewed with workgroup. • Survey created to ask SALT community asking about library resources and interest is going out now. Expect back in Nov (e.g., asking about interest in checking out the preloaded Kindles). • Workgroup discussed new idea, a phone-based social group, which is used successfully by other groups. Plans to pursue. Will reach out to group currently running this program to learn more. • Continuing to support In Praise of Age. One additional program has been taped and more are scheduled (e.g., ID theft). Currently working on expanding access to People's Channel as Hillsborough currently does not receive. Need to add YouTube Channel to	• Workgroup discussed new idea, a phone-based social group, which is used successfully by other groups. Plans to pursue. Will reach out to group currently running this program to learn more. • Continuing to support In Praise of Age. 14 additional programs have been taped and more are scheduled Currently working on expanding access and adding to YouTube Channel to website and reduce other barriers.	• Phone based – Friendly Phone program – is in the beginning stages – perhaps a possible practicum project. • Continuing to support In Praise of Age. 14 additional programs have been taped and more are scheduled Currently working on expanding access and adding to YouTube Channel to website and reduce other barriers.	More research completed on potential pilot project, "Well Connected", a telephone group calls program.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		website and reduce other barriers.			
4.1.5b. Funding is secured to implement the program.	OCDOA		UNC PiAP provided resources to hire an intern to work with developing future program content.		
4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.	OCDOA	2 cameramen have been trained.	Ongoing	Ongoing	Ongoing
4.1.5d. A YouTube channel is created with an available queue of options.	OCDOA	Completed.	Working with OC Govt to add IPoA programs to channel	Work in Progress	Work in Progress for an OCDOA YouTube Channel
4.1.5e. A library of DVDs with programming is available for check out.	OCDOA	Completed VHS transfer to DVD. Copy at each center. Staff will have a list of topics with year that video was produced. Will be advertised in Winter issue of the Sr Times.	Ongoing	Ongoing	Ongoing
4.1.5f. The number of views and DVD checkouts increases as the program continues.	OCDOA				
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.1: Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.					
5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.	OCDOA	Upcoming trainings: • Walk the Talk by Health Department • Diversity, Equity, Inclusion training OC all employees	• 3 OCDOA staff participated in the 1st series of OCHD Walk the Talk training • Over half of the OCDOA staff have completed the OC DEI		On Hold due to COVID-19 Pandemic

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

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
are attended by older adults from diverse groups.		first time: Passmore Center shows a slight increase in the Latinx over the previous year; Seymour shows slight decreases in all diverse groups.			19 Pandemic
5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.	OCDOA	Piedmont Health, Latino and Refugee Health Coalition, SAGE, visual impairment, cognitive impairments.	Renewed relationship with Club Nova (open door tours held ea. Tues.)	Ongoing	On Hold due to COVID-19 Pandemic
Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.					
5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).	OCDOA	Communications sharing events with Spanish-speaking groups. Will continue to think about expanding Spanish-speaking capacity within OCDOA, potentially reach out to new Spanish-speaking Project EngAGE volunteers.	Ongoing	Ongoing	Ongoing- Resources shared to OC Food Distribution sites about OCDOA Services
5.1.2b. OCDOA staff		• Held kick-off event 9/9 for	Ongoing	Ongoing	On Hold due to COVID-

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
work with these groups to find out what services and programming they are most interested in, and those services are provided.		LGBTQIA+ community to gather information related to programming needs. There were 28 participants. • Workgroup member from Piedmont Health talked with Latino senior center groups and reported their requests to the workgroup for consideration. • Immigrant and Refugee Health Program is completing a Community Health Assessment including focus groups and online and door-to-door surveys.			19 Pandemic
5.1.2c. Activities and information are offered in relevant languages.	OCDOA	Immigrant and Refugee Health Program to provide OCDOA with hard copies of any of the Community Clinics Brochures (6 languages). They are also posted on webpage: http://www.orangecountync.gov/304/Immigrant-Refugee-Health	More programs are offered in Spanish language or multi-languages.	More programs are offered in Spanish and Mandarin languages	On Hold due to COVID-19 Pandemic
5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.	OCDOA	Increasingly slowly	Slight increase	No increase this quarter	On Hold due to COVID-19 Pandemic
Strategy 5.1.4: Improve accessibility within the senior centers.					
5.1.4a. OCDOA staff is	OCDOA	Ongoing	Ongoing	Ongoing	On Hold due to COVID-

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
trained on accessibility issues and resources.					19 Pandemic
5.1.4b. Funding is secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.	OCDOA	• Soap dispenser in bathroom has been moved to accommodate mobility needs. • Slope and additional mobility concerns in the front of the Seymour Center will be addressed with new construction.	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.		Working with representative from visual impairment group.	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.	OCDOA	• Will explore ways to make people more aware of available equipment and creation of accessibility kits to help with communication (e.g., magnifying glass, hearing amplifier). • Captioned phones now available in both Senior Centers. Will explore signage to increase visibility.	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.					
Strategy 5.2.1: Increase awareness of transportation options so that people are better able to access events and services.					
5.2.1a. Transportation Specialist is listed as a resource on publications for events.	OCDOA, Cardinal Innovations	Ongoing in Senior Times and some program flyers.	Ongoing	Ongoing	Ongoing

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Strategy 5.2.2: Provide and encourage social connections between older adults.					
5.2.2a. More social groups are developed.	OCDOA, Cardinal Innovations	• Possibility for Latino group at Passmore, need a leader. • Exploring new telephone-based social group (see 4.1.5a)	Pickleball for Parkinson's to begin at Passmore	Ongoing	On Hold due to COVID-19 Pandemic
5.2.2b. More opportunities for one-on-one activities are made available.	OCDOA	Welcome program can help facilitate this.	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
5.2.2c. People come to the senior centers to socialize.	OCDOA, Cardinal Innovations	Ongoing	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.	OCDOA	Ongoing (see above)	Ongoing (see 4.1.2c)	Ongoing (see 4.1.2c)	On Hold due to COVID-19 Pandemic
5.2.2e. A welcoming program is created at senior centers for new members.	OCDOA, Cardinal Innovations	• Will revisit creating a peer-to-peer ambassador program to help provide tours, Senior Times 101, and a list of contacts that can help introduce new people to groups based on interests. Previously executed though Friends organization. • Busy Bodies (twice weekly) at Passmore is on-going Welcoming Group.	Ongoing	Ongoing	On Hold due to COVID-19 Pandemic
5.2.2f. A "Meet Your	OCDOA	Newcomer social meets is	Ongoing	Ongoing	On Hold due to COVID-

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Neighbor" or "Bring A Friend" day is held quarterly, during which members are encouraged to bring others to the senior center.		held quarterly at the Seymour Center			19 Pandemic

Civic Participation and Employment Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.					
Strategy 6.1.1: Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.					
6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.	OCDOA			Employment specialist met with the Economic Development Planner, Town of Hillsborough, and the Executive Director, The Alliance for Historic Hillsborough. Inquired regarding their employment needs, and informed them of OC DOA Employment Services, including referring qualified candidates for paid and volunteer positions.	• Link to listing of currently available jobs and other resources are shared through Endless Possibilities newsletter and posted on the OCDOA website • Additional contacts: New Economic Dev. Director in Carrboro; HR leaders - UNC Hospital in Hillsborough and UNC Medical Network; Duke HealthCare and Duke Hospitals; Carrboro Town Government.
6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.	Older Adult Employment Collaborative	Employment Specialist met / talked with job seekers: • 24 in July • 28 in Aug • 25 in Sep	During July-Dec. 2019, helped 159 elder job seekers; 11 got FT / PT jobs; 7 started their own business. 100+ provided positive comments for services provided.	During Jan 1 – Mar 31, met / talked / emailed with more than 50 mature job seekers. Since July 1, 2019, total contacts exceed 200; each of their evaluation	From Apr 1 – June 22, met / talked / emailed / texted 52 job seeker, plus 40 OC residents in 5 other networks, along with 4 currently.

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
				forms are positive.	
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.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	Employment Specialist held regular classes and workshops: • 2-hour classes at Hillsborough Library, two Tues each month, starting Sept. • 1st Wed / Fri workshops at Seymour/ Passmore	Classes at Hillsborough Library generated low turnout. Trying different approach at Chapel Hill Library		• Began Virtual "Ask Mike" times; Job Search and Start Your Own Business Webinars • Partnered with OC DSS to do virtual workshops. Hosted "Being Better than Before", 4-part series in June.
6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.	Older Adult Employment Collaborative, in partnership with the Orange County Public Library	See information above in 6.1.1d	Evaluations of services indicates elder job seekers are much more productive as result of meetings and classes.	See planned workshop with Durham Tech in 6.2.1c.	
Strategy 6.1.3: Host a job fair and networking event to connect older adults with interested employers.					
6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce	53 people came July 17 to Workshop at DTCC / Hillsborough: Working, Starting Your Own Business, Volunteering after Retiring: Exploring Your Options	Collaborating with OC DSS to offer Prep for Job Fairs classes; will confirm location(s) and date(s). Planning annual Workshop at DTCC / Hillsborough; adding Franchise Ownership to curriculum	Two accompanying Job Fair preparation workshops planned 3/18: First Impressions and Preparing for a Job Fair. (Cancelled due to COVID-19).	Offering virtual Webinars: 1) Prepare for Job Fair, and 2) Job Search Virtual Interviews
6.1.3b. Job fair and networking events are held, with transportation options.	OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough	Collaborating with National Caucus/Center on Black Aging (NCBA) on other events - NCBA Job Fair, Aug. 29 at	Partnering with NCBA to conduct Job Fair(s) during Jan-June 2020. Will confirm location(s) and date(s)	OCDOA Employment Specialist assisted OCDSS and NC Works with Job Fair planned for 3/25 at Orange Works in Hillsborough (Cancelled	Will prepare and schedule when Orange County is cleared for public events

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Chambers of Commerce	Durham Library So.		due to COVID-19).	
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".	Older Adult Employment Collaborative	Developing proposal to present to OC employers in 2nd Qtr.	Will contact select OC employers during 3rd Qtr. to confirm interest and next step(s)	Contacting during 4th Qtr. to confirm interest, next steps, and anticipated actions resulting from COVID-19.	Delayed. Will reschedule when business environment is appropriate
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.	Older Adult Employment Collaborative, with support from Orange County Public Library	Updating resource inventory, will list online and include in Mature Job Seekers Resource Guide	Developing online copy for OC DOA. Will complete revised edition of Mature Job Seekers Resource Guide and distribute in 3rd Qtr.	The Mature Job Seekers Resource Guide is now published online: https://www.orangecountync.gov/DocumentCenter/View/5128/OCDOA-Mature-Job-Seekers-Resource-Guide-FINAL?bidId=	Updated *Mature Job Seekers Resource Guide* to include additional topics especially related to COVID-19 circumstances, such as: working from home and remote jobs; what is required, how to find them; virtual interviewing; starting our own business
6.2.1b. More older adults report utilizing and benefiting from these resources and services.	Older Adult Employment Collaborative, with support from Orange County Public Library	See information in 6.1.1d	See information in 6.1.1d, and 6.1.2c. Elder job seekers pleased, report more productivity in their job search and/or starting their own businesses.	Since July 1, 2019, total contacts by OCDOA Employment Specialist exceed 200; each of their evaluation forms are positive.	Will conduct survey among people contacted and/or helped
6.2.1c. Resources and services are offered in Orange County locations in addition to	Older Adult Employment Collaborative, with support	• Added Hillsborough Library as venue for job seeker meetings. • Aug. 29 NCBA Job	Adding availability at CH Public Library. Scheduling classes at Cedar Grove.	Planning July 15 at Durham Tech in Hillsborough for 3rd Annual Orange County	Will add virtual links and promote

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Durham Tech.	from Orange County Public Library	Fair at Durham Library/South • Classes, workshops at Hillsborough Library; Durham Tech/ Hillsborough; Orange Correctional Center; Cedar Grove and Efland-Cheeks Community Centers	Will meet Efland-Cheeks Comm. Center staff to confirm next step.	Employment Services Workshop: Exploring Your Options: Working, Starting Your Own Business or Volunteering After Retirement	
6.2.1d. New training opportunities are held and evaluated.	Older Adult Employment Collaborative, with support from Orange County Public Library	Conducted job seeker training for 18 National Caucus/Center on Black Aging (NCBA) representatives	Collaborating with NCWorks centers to confirm interest in classes, workshops. Continue training of NCBA representatives	Assisting National Center on Black Aging (NCBA), with their Job Fairs and training counselors	Partnering with OC DSS, NCWorks, others as described above
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.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development	Conducting research among Orange County employers. Target date for results/ report is Nov	Delayed; collaborating with OC Economic Development to send questionnaire to Hillsborough and Carrboro employers; target date Feb 28	Conducting research via phone, email. Target date for interim report is April 30. Depending on COVID-19 situation may be later.	When Orange County is cleared for businesses to open, will promote availability and credentials of residents 55+ years of age.
6.3.1b. Public campaign is created and evaluated.	AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of	• Will promote directly to all employers in Orange County. • Currently not pursuing AARP	Developing campaign for OCDOA – Senior Times, E-newsletters, and Web site / online; Public Libraries; Community Centers; local radio	On hold. New date to be advised, depending on Covid-19.	On hold

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
	Commerce, and Orange County Economic Development		stations. Target date: Mar 30		
Strategy 6.3.2: Advocate for creating tax credits for employers who hire older adults.					
6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.	Older Adult Employment Collaborative, with support from Orange County Advisory Board on Aging	Continuing research for more information. Target date: December	Delayed: Will confirm available information (by Feb 14. Advise Elder Employment Quarterly Collaborative Council; determine next step	On hold. Will advise new date depending on Covid-19 situation.	On hold indefinitely

Community Support and Health Services Workgroup – Year 3 Priorities

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Objective 7.1: Increase awareness and use of available health and wellness resources.					
Strategy 7.1.1: Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.					
7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Cedar Grove participating in exercise program • OCDOA looking into the UNC, living well with chronic conditions, lay-health leader trainings. Potential to partner with senior volunteers to offer. • Matter of Balance, October class, new leaders being trained-Project EngAGE Volunteers • Brain Health – 7 week program, 53 signed up, about 30 each time	• Two Matter of Balance Classes: Seymour and Passmore • Arthritis Foundation Exercise classes at Cedar Grove, First Baptist, and Manley Estates • OTAGO - Physical Therapy, evidence-based program • Carolina Springs potential future class location (training instructor) • YMCA of Triangle is offering heavily discounted memberships, health coaching, and falls prevention program for BCBS Medicare Advantage members (from $70/month to $25/month). Want to increase referrals.	• Matter of Balance Classes currently offered at Passmore, working to make class available at Seymore • Intergenerational SRT held Sweetheart Social (offered services like BloodGlucose checks) at Cedar Grove in Hillsborough (125 attendees) • YMCA continues offering heavily discounted medical membership program for Medicare/BCBS members – offers programs like falls prevention and cancer survivorship. • New series starting “Living Well with___”, 1 at each center, new topic each quarter, arthritis is the topic this quarter • Urban Line Dancing	• Did not have a Virtual Matter of Balance class – a class was scheduled to start on March 2, 2020 but cancelled due to COVID • Arthritis Foundation Class has been offered virtually 3x week • Living Healthy offered virtually with UNC

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
				Party planned for March 20, 5:15-6:25. This will be a fundraiser for future classes. • Cardio sculpting class at Efland Cheeks community center, Tuesdays at 5:30pm, working on getting senior classes at that location again • March 30-May, Living Healthy with Chronic Conditions at Rodgers Rd	
7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update technology.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	Upcoming	• Request made to IT for updated technology to communicate with participants (e.g., when a class is cancelled) • Construction started in Nov with a 1 year timeline	• Moving forward with updating technology. Currently gathering information regarding interest from seniors. • Construction continuing	Construction continuing and should be finished in Nov. The equipment has been placed in new space, but still waiting to see when people can return.
7.1.1e. More older adult opportunities are offered in SportsPlex Fieldhouse expansion.	OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex	• Now open • Expanded pickle ball offerings • OCDOA held a walking contest at Seymour and SportsPlex from Sept-Oct.	Coordinating programs for Spring 2020 (walking and pickle ball already available)		Finished

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Strategy 7.1.2: Provide behavioral health support and programming to older adults and their caregivers.					
7.1.2a. More support groups are provided (e.g., health, grief, depression, life transitions, substance abuse, etc.) in various locations.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care, Duke Home Care and Hospice, Grief Oasis (CH)	• NAMI Family-Family support group • Well Spouse Group, second Thursday of month • OCDOA Wellness programing includes Heartfulness Meditation • Planning Depression in Black Men Screening for Feb at Passmore	• CPE intern offering grief support discussion Tues Seymour Thursdays at Passmore, Oct- Dec • Roughly 4-6 residents participated in support group at Passmore • Individual support meetings worked better than group meetings at Seymour • UNC held Memory Screenings held at Senior Centers in December	• UNC hospice offering Bereavement Support Group at OCDOA Tuesdays Feb 25-April 7 at Seymour. • Caregiver's Zentangle starting in March at both centers monthly. • Feeling Depressed Support Group facilitated by community member once monthly at both centers. • Well Spouse Association Support Group for Triangle meeting monthly at Seymour. A night time support group offering. • Piedmont Health starting offering ongoing caregiver support group (details coming) • Care partner collaborative (see 5.1.3c)	• Offering support groups virtually. Average attendance at virtual groups is about 5 per session • Piedmont Health not able to offer Caregiver or Low Vision Support Groups in person right now (previously over 20 people were attending caregiver support group)
7.1.2b. Directory of mental health therapists and support groups appropriate for older adults is created and updated.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	• Directory created by Mental Wellness Senior Resource Team and last updated on 5/17/19. • Hard copies available for distribution; electronic copy	Ongoing	Aging Transitions(AT) team responds to community requests by sharing the Mental Health Directory created by the Mental Wellness Senior Resource Team; additionally AT maintains an updatable	Ongoing Triangle SW in Aging, meeting monthly during pandemic, looking at consumer recommended providers to cross reference

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		available: https://www.co.orange.nc.us/2091/Publications-and-Resources • Suggestion to update regularly • Support groups offer tips on finding therapist and who takes Medicare • Majority of UNC primary care offices now offer brief problem-solving therapy for patients with mild to moderate affective disorders (depression, anxiety). Copay waiver for counseling services is available for Next Generation ACO Medicare patients. Interested patients can request visits by contacting their PCP office		OneNote spreadsheet of available support groups in Orange County that can be referred to and printed as requested when consumers request information.	
7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.	OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care	• Event held in July • Offered Question, Persuade, Refer training (19 attendees) in September			• Cardinal had to cancel Crisis Intervention Training (CIT) planned for March, June and Aug because of restrictions on space • Mental Health First Aid training moving to virtual offerings
7.1.2d. Behavioral	OCDOA, in			• Depression and Black	• OCDOA Memory

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Health informational workshops are provided at both senior centers at least annually.	partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care			Men Screening event held, film screened and local therapist present for discussion, in Feb at OCDOA (~40 attendees) • Substance Use and Aging Panel event at OCDOA (~20 attendees) • OCDOA OT held • Memory Screening at Passmore events scheduled (~4 attendees) and Seymour (~5-6 attendees), 1:1 appts available	Screening on hold but working out logistics to offer virtually • Mental Wellness SRT is hosting a virtual discussion panel about navigating the new landscape and our mental health during this time, July 23, 4-5:15pm
Objective 7.2: Expand services to help older adults age in their homes and communities.					
Strategy 7.2.1: Expand community-based health and support programs that support older adults' health and safety.					
7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".	OCDOA	• Three upcoming aging in place presentations in August. • Will more broadly define how to quantify how division helps OA age in place • Self-care for caregivers at conference on 8/20 • SRT focused on Aging in Place communities created resource guide to help other communities and new community members	• All OCDOA services now dementia friendly • Memory Cafes continue • Care partner collaborative (roughly 3-4 couples) slower start, group is starting to bond. Includes structured activities and some unstructured time to address needs of attendees. • Dementia 101	• Dementia Basics educational series held at Chapel Hill Public Library in February with average of 20 participants, all welcome, 4 weeks long, 2hrs each • Monthly Caregiver Education Series offered at Seymour is averaging 3-4 attendees, filmed for In-Praise of Age public access • OCDOA OT presented at Carolina Springs	• Dementia Basics series transitioned to virtual presentation. Cancelled due to low signups, considering ways to increase recruitment • Caregiver education presentation starting virtually. April and May skipped because health care providers were busy with COVID. Began again with June: Preparing for a virtual visit, recording to be made

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
				about Memory	available online. Will continue with virtual monthly programs on 3rd Monday of each month
7.2.1b. EMS/OCDOA Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.	EMS/OCDOA	• EMS interviewed candidates for position, 2 candidates soon to be selected to focus on Stay Up and Active, starting on Sept 3. Considering ways to capture positive stories from referrals. • Representatives from OCDOA, OC EMS, UNC Health Care met to discuss potential adaptation of CAPABLE program (evidence-based intervention involving home visits by OT/RN team + home repairs) using community paramedics in place of RNs. UNC PiAP doing research on potential funding opportunities. Potential to build upon SUAA framework to offer this service. • Presentation at the Grange for seniors who are isolated	• Stay Up and Stay Active meeting in Dec, planning on meeting every other month • The update for the assessment has been completed and is now being implemented. SUAA meets monthly to re-evaluate effectiveness of screening tool	• Stay up and Active team is meeting with OCDOA monthly (2nd Fri) ~3 referrals to OCDOA this quarter, ~40 referrals to EMS and have seen ~6 of those. Referrals are welcome from MOW and other community organizations • To send referrals to EMS: Community_paramedics@orangecountync.gov, 919-245-6127 • Improved intake form working well	• Stay up and Active Program is on hold right now due to COVID. • There was a lot of forward momentum: Two Community Paramedics were hired, and in the process of building databases and connecting to epic. • EMS saw a reduction in falls calls since COVID. Suspect that there are more family at home and that folks are more reluctant to go to the hospital. Numbers appear to be increasing again recently. • Aging Helpline: only a few calls which is a decrease from previous numbers, exploring ways to do virtual home tours with cell phones to complete home assessments
7.2.1d. "Remembering When" home	OC Emergency Services	• Two more Remembering When	Two Remembering When events completed:	Two Remembering When events completed:	Remembering When presentations this

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.		events completed at 600 Poplar in Carrboro and Cedar Grove community center. • Focusing on highest risk areas first. • Considering other sites such as nursing homes and new Habitat location.	Adelaide Walters (Oct 30) and Manley Estates (Nov 27)	Courtyard on Homestead (Jan 6) and Eno Haven (Feb 26)	quarter: returned to Eno Haven, Adelaide Walters, and Manley Estates
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	• Offered in Jun-Aug through students at Seymour center. • Plan for OT student to teach class about tech devices at Cedar Grove in future.	• Tech program is on Saturdays and appointment based while students are in school. Presentation schedule for January, which will be recorded. • Partnership Academy option for future to make services available during the week – in the works	• January Caregiver Education course was presented on topic of Assistive Technology to help you care at home – filmed for In-Praise of Age, presented by OCDOA OT • OCDOA to touch base with EMS regarding adding information to Remembering When Presentations • Reaching out regarding Universal Design Center • Senior Striders (University Mall walking program) – Discussion about Life Alert	• Tech classes leaders and volunteers are helping community members with transitioning to using more technology at home to help with safety and social isolation. • AT worked with human services to make sure that there are computers with webcams in all senior congregate living spaces for social and telehealth video calls. • Ongoing individual support services from OT re: home safety and tech
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	OCDOA / VC55+	• Healthcare Navigator Pilot Project participant handbook and training created	• Pushed back start of pilot project (early winter)	• Pushed back until late spring or early summer. • Currently creating	• Project On hold • In the process of hiring an intern to help with this project

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
adults successfully use the healthcare system for prevention and curative services.		summer 2019. • Currently creating a press release and other recruitment materials to start recruiting participants for pilot later in 2019. • Hoping for 10 volunteers and 10 participants.		recruitment plan	• In person Volunteers on hold due to COVID-19 (would be needed for this project)
7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.	OCDOA, UNC Health Care	• Faith Quarterly breakfast • OCDOA completed proposal for UNC Public Health Capstone team. Students will select projects by 9/2019. Proposing faith-based/UNC Hillsborough Hospital initiative.	• Supervising UNC Capstone students, hope to reach out to rural African American community, targeting faith-based communities, shared database, plan includes attending church services and completing some surveys, doing the research in the fall, • Suggestion to contact Food for All program in Hillsborough	Capstone team presented to Northern Orange MLK Committee in March. Their first focus group scheduled for March. Their first partnership is with Cedar Grove to act as a liaison between Hillsborough UNC and church.	Capstone team was able to share results of what they were able to finish before COVID-19 with OCDOA
7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check writing, bookkeeping, etc.).	OCDOA / VC55+	• Mail and Money Management pilot program participant handbook and training created this summer. • Currently creating a press release and other recruitment materials to start recruiting participants for pilot.	MSW student to focus on Mail and Money Management program after Project EngAGE. Plan to recruit volunteers in Jan.	• Pushed back until late spring or early summer. • Currently creating recruitment plan	On hold (direct contact volunteers would be needed)

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.2.2d. Policies at OCDOA are reviewed to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.	OCDOA/AT	Ongoing	Ongoing	Ongoing	• Ongoing • Telephone reassurance program has been a great source of referrals during this time

7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.	OCDOA / VC55+	• The months of July - Sept:
		  • 2 Grab Bars
		  • 2 Internal repairs
		  • 2 Other minor repairs
		  • 2 plumbing repairs
		  • 3 railings
		  • 2 ramps
		  • 1 significant remodel
		• Now have 8 Handy Helpers
		• Handy Helpers now have name tags
			• The months Oct-Dec
			  • 3 Electrical
			  • 3 Exterior Repairs
			  • 2 Grab Bars
			  • 2 Internal Repairs
			  • 3 Other minor repairs
			  • 2 Plumbing repairs
			  • 3 Railings
			  • 4 Ramps
				• Projected to complete 105 jobs this FY (Currently at 75 completed at 50 different homes) with the additional 30 projects we had listed ready to go.
				• Additional funding obtained through Sheriff's Office to complete projects that were approved
					• Needed to pause Handy Helpers program because of COVID (contact vol opportunity)
					• Finalizing plans for a slow-open of the HH program, which would be geared specifically to providing home improvements only on the outside of the home (ramps, railings, etc.)

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, CEF	• First draft completed by Emergency Management Coordinator-currently being reviewed and updated. • Second draft will be ready for review in September. • A checklist was created, considering adding to toolkit. • Considering ways to partner and distribute	The checklist has been completed and provided to the OCDOA and Health Department.	• EMS is distributing the checklist at Senior Preparedness workshops and other events. Will send to Sheriff's office, MOW, and other groups for distribution • EMS and OCDOA distributing File of Life magnet for information regarding medications, etc.	• Checklist is finished and being distributed. • Plan to push out Checklist again with Hurricane season • File of Life approved in EMS budget and plans to distribute next year

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		such as NCCare360, visitor center, tax preparations, MOW resource list			
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)	• UNC's SDOH Screening Collaborative held first kickoff meeting 8/16. Initial areas of focus for screening pilots will be food insecurity and transportation. Reports are built so UNC can track screening rates at clinics. • UNC pursuing integration of community resource database into Epic electronic medical record system; goal is to enable electronic referrals directly to community partners (likely via NCCARE360 platform, which is being deployed to support Medicaid managed care launch)	NCCARE360: • OCDOA was trained in Nov, determining how to move forward. • UNC moving forward with integrating it into EMR by Spring 2020. • Upcoming Jan 23 training to be held at Seymour	NCCARE360 database: • Moving forward in NC. • UNC will launch in July 2020. Will improve sending and receipt of referrals to community partners. • This is ongoing for all 3 divisions of OCDOA	Ongoing, NC360 launched in late June
7.3.1b. At least one	OCDOA,	• Piedmont Health	• Project EngAGE went	4-part Spanish speaking	Planned Spanish Lunch

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
collaborative project is created between the OCDOA and Piedmont Health.	Piedmont Health	facilitated 4-part Lunch and Learns series at Seymour Center July/Aug (9-15 participants each) • Piedmont Health presented to Spanish Social Club	to PACE at Pittsboro on Oct 10 and Prospect Hill on Oct 17 • Working with Social Inclusion group to make sure services represent needs of Spanish speaking community • Exploring doing lunch series in Spanish • Presentation with EMS and Piedmont for caregivers about incontinence in Oct (4 attendees), video recorded for In Praise of Age Series	Lunch and Learn Series: • Scheduled for June 3, June 10, June 17, June 24; 11:30 – 1:30 at the Seymour Center • More information on session titles forthcoming	and Learn sessions were cancelled due to COVID-19, but hoping to reschedule for the winter
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 tabling at farmers market, up to 44 volunteers • IPE Rural Health pilot program starting this fall. 46 UNC Medical, OT, or Pharm students partnering with 23 rural seniors for Home Visit course, some aspects of food	• More volunteers will be needed to accommodate OCRA and CHCMOW arrangement (see 7.4.1f). • Potential to partner with volunteers to help report health outcomes through a secure platform like	OCRA and MOW are merging on June 29 to expand services across county especially in rural north (will increase form 1/wk to 5/wk)	• Merger still happening on June 29 • UNC PiAP funds supported buying butter, milk, and eggs from Latta's Eggs and Mapleview Farms. UNC students working with OCRA to deliver food weekly to 41 rural seniors in need during

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		insecurity addressed • OCRA working with Cedar Grove Community Center, Homestead exemption act • OCRA working with Durham MOW for rural seniors on border	NCCARE360.		COVID • OCDOA now offering grocery and medication delivery
7.4.1b Collaboration between county agencies to create a uniform meal intake application	OCDOA, DSS, CHCMOW, OCRA, OCIM	Initial draft of revised intake form created via collaboration between OCDOA and DSS and MOW	Meeting completed between OCDOA and DSS to combine and create 2nd draft that will be completed by late Winter	Document is under review with DSS leadership	Still under review
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 and MOW discussing.	Will maintain current locations in Hillsborough and Chapel Hill	
7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to	Chapel Hill-Carrboro Meals on Wheels (MOW), OCIM, Orange County Rural Alliance (OCRA), OCDOA	• Continuing discussions on MOW and OCRA merger • Working on combined application with DSS for assessment of older adults, goal is for all calls for food needs	OCRA and MOW discussion is progressing with goal to have arrangement completed by March 2020 which will provide better communication about services for older	Ongoing, see 7.4.1a	

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
increase coordination.		go to OCDOA (one place to call), will loop back to OCRA and MOW, OCIM • Suggestion to consider definition of food insecurity. Should we use a screening tool? It is different than income cutoff (should include transportation needs for shopping, preparation, frailty)	adults in southern and northern areas of the county.		
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	Will revisit in the future	On hold		On hold
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,	Current Food Box Numbers: 254 participants	• Current Food Box Numbers: 275 • Launched digital program for intake, EMS will continue using paper forms • Expansion application approved for 1300 box increase for the state (state applied for an increase up to 8,000). The number of counties participating	• OCDOA now offering grocery and medication delivery • OCDOA noticing an increase in Food Box program (total numbers have not increased substantially as some participants have died): 309 • The state did not receive the expansion, but OCDOA is

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		and Carolina Spring) • Currently serving ~ 300 low-income OC older adults • Increase in funding to 8,000 boxes, application to increase to 10,000 • Currently at the max and using waitlist • OCRA currently serving ~85 people		has been increasing.	continuing to expand enrollment in program. • Typical meal assistance programs were not provided within the Senior Centers. Programs were adjusted to accommodate social distancing and delivered with the help of local law enforcement as follows. • Food Box Program, monthly: o Seymour Center Participants: OCSO (5 deputies), CHPD (3 officers), CPD (3 officers), CHFD contributed 4.5 person hours and distributed ~110 food boxes each month o Passmore, Cedar Grove Community Center, Efland Cheeks Community Centers Participants: OCSO (5 deputies), HPD (3 officers) contributed 4.5 person hours and distributed ~160 boxes each month • Lunch Delivery

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
					Program, 3 days a week since March (total of 4 months): o OCSO (2 deputies) contributed 24 person hours and delivered 120 meals to Seymour participants and 60 meals to Passmore participants each month. o Chapel Hill Police Department (3 officers) and Carrboro Police Department (3 officers) contributed 24 person hours delivered an additional 120 meals to Seymour Center Participants each month.
Objective 7.5: Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.					
Strategy 7.5.1: Increase the number and variety of "village" model programs/neighborhoods.					
7.5.1a. Increased number of village groups in Orange County.	OCDOA	Neighborhood Connections Resource Guide available online (see 7.1.2b)	• Neighborhood Connections completed presentation for Efland Collaborative (collection of churches). • The Perry Hill	• Three members of SRT met with Fairview community group for presentation in March about aging in place (~15 attendees) • Neighborhood Connections SRT	Working with the neighborhood connections SRT, but on hold due to COVID

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			Community is interested in an Aging In Place Village Community Presentation	looking for other communities	
7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.	OCDOA		• Focused on social model first facilitate people reaching out when there is a need (more informal). Lead people in each neighborhood are reaching out to OCDOA • OCDOA navigator program could visit these groups when needs arise. Could potentially revisit this idea.	• Pushed back until late spring/early summer • Southern Village resident acting as coordinator for this group	On hold due to COVID
Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.					
Strategy 7.6.1: Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.					
7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• Green Burial Presentation and Q&A scheduled for September 25, 2019 at Passmore (~45 attendees) • Cedar Grove Community Center EOL series on Wed morning (with food) this fall starting in Sept targeted towards seniors, no attendees, rethinking format --	EMS hospice event in Nov (5 attendees) recorded for In Praise of Age	• EOL panel for second year occupational therapy students at UNC in Jan • Caregiver education series for March is Advanced Planning-Transitions Hospice will be presenting and program will be filmed for In-Praise of Age • EOL SRT held the documentary	Cancelled due to COVID: Planned collaborative project between EOL SRT and OCDOA, 5 part series at public library called Partners in Death Care, Sundays from 2-4, starting in May 31 through July 26 (including a Death Expo, film showing, green burial, future of death

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		suggestion to connect event to Senior Tuesdays Lunch which is a regular time for speakers • Goal to End Homelessness helps with burials for those with limited funds • EMS can provide information about what happens when a doctor won't sign the death certificate		screening and panel discussion of Alternate Endings in February. 80+ attendees.	care in NC, death cafes)
7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Health Care Decisions Day event will be held on April 15th	Ongoing	Programming changes due to COVID-19	• OCDOA planned to offer tabling at events but were not able due to COVID. • OCDOA created a document to pass out with food box and lunch distribution, the COVID emergency and serious illness plan, to help implementing advanced directives (https://www.orangecountync.gov/DocumentCenter/View/10503) • Cardinal has psych advanced directives training, 2 webinars and flier • Piedmont Health sent out email blast regarding advanced directives on April 16

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• Green Burial Presentation and Q&A on 9/25 at Passmore • "Ties that Bind" documentary Program well received	Article in the Indy on Oct 29 about death positivity, featuring Anne Weston	EOL SRT hosted Alternate Endings film showing at Seymore with Q&A on Feb 5 (84 attendees signed in)	• SRT not able to offer in person programs but working on transitioning to virtual meetings • Geriatric Adult Mental Health Specialty Team (GAST) training available through Cardinal (hoarding, depression)
7.6.1d. Five Wishes and other documents are available for Orange County residents at multiple locations (e.g., senior centers, libraries, major healthcare systems) and in various languages.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	OCDOA continues to provide free Five Wishes booklets upon request and specifically at every End of Life event and are available upon request from the VC55+ Administrator	Will make available to AT team	Available Now offered in English, Mandarin, and Spanish per request from Project EngAGE graduates	Still available Have seen an increase in these questions on the help line
7.6.1e. More people are aware of and are using OCDOA notary services.	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	Notary services at OCDOA are being advertised in the Senior Times for Fall Quarter (best to call ahead)	Ongoing	• Publicized in Senior Times • Word of mouth is spreading • Noted increase in use	• Offering on an individual basis by appt • PACE has social workers and notaries on staff to help part with advanced directives
7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health	OCDOA proposal for UNC Public Health Capstone team accepted. Students selected projects in 9/2019. Proposing faith-		UNC Public Health Capstone team scheduled their first focus group meeting with Lattisville Grove Baptist Church March	See 7.2.2b above. OCDOA will continue their project with the next UNC Public Health Capstone team to implement in person

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
term care facilities, etc., are created to promote end of life discussions.	Care, Orange County Health Department, OCIM, and IFC	based/UNC Hillsborough Hospital initiative.		2020.	components of project
7.6.1g. Volunteer legal service is made available twice yearly to assist older adults in writing/changing wills and other legal documents (e.g., power of attorney, living will).	OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC	• 7/2019 Legal Aide presented to aging transitions team, discussed referral process for older adults. • Legal Aid will be presenting to the Faith-based organizations during the September Faith Outreach Breakfast	Currently by appointment only	• Currently by appointment only. • Publicized in Senior Times	Available by phone
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	• Advanced Care Planning Clinic in Hillsborough • UNC adopted organizational goals related to ACP, tracking from 26% to 46% meeting the goal (5 ways to meet the goal) • Medicare annual wellness visits are supposed to discuss advanced care planning • Duke allowing people to upload their documents to their MyChart	UNC Healthcare continued prioritizing ACP as a system goal and has seen improvement. Increased from 26% to 86% of the 51 clinics which have at least 65% of patient records include documentation of some ACP conversation	Ongoing	• Piedmont working to reduce barriers. An introduction to advanced directives is included in all Annual Wellness visits. • Hospice organizations do a lot of this for free (5 wishes).

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
7.6.2b. Healthcare providers incorporate end-of-life discussions into routine care, and provide/complete Medical Orders for Scope of Treatment (MOST) and Do Not Resuscitate (DNR) forms for their patients as appropriate.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	Copay waiver in effect for advanced care planning services for Next Gen Medicare ACO patients; eligible patients can waive copay for telephonic and face-to-face ACP	Discussion of behavioral health ACP	Learning about new advanced directives for people living with dementia	See above
7.6.2c. EMS task force on mobile MOST/DNR forms recommends ways to authorize MOST/DNR care wishes when away from home.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	400 new bracelets are here. Waiting on forms. Publicized through social media. Training Hillsborough ED on Wed, 8/21, launching in late fall	• Completed training regarding DNR bracelets at all public safety organizations. • Created educational materials like a 1-pager and pamphlet.	• Completing training hospitals on DNR bracelets. • Creating a press release • IT reviewing data security	• Bracelet program is still active. • There are no new requests to date. • Fliers were sent out and EMS is reaching out to assisted living and skilled nursing communities, especially those with outbreaks to help
7.6.2d. UNC promotes professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.	UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC Partnerships in Aging Program, EMS	UNC has three trainings in advanced care planning – basics (respecting choices), computer, advanced conversations skills for providers (serious illness conversation project). IHQI grant to do with family med, internal med, and one clinic.			• EMS working to engage with Palliative care during COVID to help link them with assisted living communities. • NC PACE Association Conference in June and EOL procedures will be discussed • UNC PiAP and Interprofessional Education program included EOL components in course

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
Strategy 7.6.3: Support legislation and policy change to facilitate end of life planning and increase choice.					
7.6.3b. Legislation is supported to increase choice at end of life.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department	HB 879 is officially stalled in the Rules Committee, hoping to revisit next year.		Will not present again until next Spring	On hold
7.6.3c. Green burial options are expanded.	Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough	Project EngAGE working with land trust individual to discuss adding green burial options, looking for at least 30 acres,	• Identified area in Northern Durham county, 64 acres, working on business plan, working on zoning and planning, fundraising next year • 3 acres open, $1600/plot, “All Souls” in Greensboro	North Durham area moving forward. Fundraising to start this spring. Hoping to open to accept bodies this winter. Named a conservation burial ground (highest standard).	No updates at this time
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 (~375 volunteers at OCDOA)	Ongoing (~385)	Ongoing (VC55+ currently has 513 active volunteers)	Face to face volunteer opportunities have paused. We are still doing meaningful activities that are distanced such as telephone reassurance and friend to friend or that are important right now such as the grocery delivery program.
6.4.1b. Older adult	OCDOA /	Survey goes out in Dec	Next survey goes out in	Have survey results	Completed

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
volunteers report feeling satisfied and supported in their volunteer roles.	VC55+	and May. Updating most recent results.	Dec.		
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	Ongoing	Ongoing
6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.	OCDOA / VC55+	14 participants in next class (13 sessions) Sept 12-Dec 12.	Class ongoing	Graduated Class 5 with 14 new Project EngAGE Senior Resource Leaders (incorporated into 12 existing SRT)	Graduates are trying to stay active and engaged.
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+	SALT:
		• July
		  • Engagements - 181
		  • Active Participants - 56
		  • Reporting Volunteers - 9
		• August
		  • Engagements - 112
		  • Reporting Volunteers - 13
		• September
		  • Engagements - 116
		  • Reporting Volunteers - 9
			SALT:
			• October
			  • Engagements - 126
			  • Reporting Volunteers - 9
			• November
			  • Engagements - 65
			  • Reporting Volunteers – 10
			• OCDOA helped SALT codified their procedures, a structured intake process for the participants and an orientation for the volunteers
				Arts Across the Ages Program: UNC OT, Literature, Dental, Medicine, and other students visit older adults to discuss art through partnership with SALT	Direct contact programs on hold

6.4.2b: New	OCDOA /	Ongoing	Phone reassurance	• Phone reassurance	Participation increasing

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
community-based volunteer programs are planned and implemented that address social isolation and support persons to age in community.	VC55+		program (provides daily wellness check call): first team of 12-14 volunteer slots almost full	program: now recruiting for second team • Working to pull in SALT participants • 60-90 intakes a month • Friend to Friend outreach program	greatly, 206% increase in telephone reassurance program (phone calls 5 days a week to check in). Receiving positive feedback.
Objective 5.1: Ensure a welcoming, inclusive, and livable community.					
Strategy 5.1.3: Continue and expand efforts to make Orange County a dementia-capable community.					
5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.	OCDOA	Grant evaluation report completed	ACL grant officially ended August 2018: All components encompassed within the grant have been integrated into all Aging Transitions services and OCDOA programs and services	ACL grant officially ended August 2018: All components encompassed within the grant have been integrated into all Aging Transitions services and OCDOA programs and services	
5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.	OCDOA	• Dementia Friendly Businesses (103 business trained, over 1000 workers) • Began monthly Memory Cafe on the Move at Cup-A-Joe in Hillsborough (attendance: 2 in Aug). • Continued Memory Cafés at Bruegger's Bagel in Chapel Hill (attendance: 10 in July, 12 in Aug) SW facilitating • On the Move	• Dementia Friendly Businesses – year two training (total of 105 businesses) • On the Move scheduled for Nov, thinking about ways to increase attendance at Hillsborough Cup-A-Joe location, tabling at Passmore Center to increase awareness • Stakeholders meeting for statewide group of memory café, shared updates and best	• Memory Cafes continue with average attendance for Bruegger's location of 6-8 individuals and average attendance at Cup-a-Joe location of 4-6 individuals; On the Moves are averaging 8-10 individuals. • Care Partner Collaborative on Wednesdays (roughly 5-6 couples) is going more strongly, with incredible bonds	• Virtual memory cafes struggling to gain traction during this time. Still offered twice a month. • Dementia friendly trainings are happening virtually with 2 taking place in July

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
		attendance and community partners: • July: Frank Gallery (8 attendees) • August: Maple View (11 attendees) • Memory Cafes on Wed afternoons, about 6 people attending but this appears to be growing • Care Partner collaborative group facilitated Wednesday 10-2pm at Seymour Center, attendance blossoming (started with 2, 12 people at last event)	practices, continue with quarterly meetings • Duke is having caregivers assist with hospital discharge. Presentation planned for April.	among participants and potential connections occurring outside of group	
5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.	OCDOA		Want to recruit through SHARP group, it has been on hold but restarting Nov	• 106 organizations trained, 151 trainings, almost 1200 participants • SHARP – accepting nominations for direct care workers (CNA) award for ceremony in May, open through April 17	
5.1.3d. More caregivers are referred to and served each year by the OCDOA.	OCDOA	As of September, there will be a monthly Caregiver Supports Education table at both Seymour and Passmore for more awareness and interaction with community members.	• Caregiver Day of Care on Nov 9. afternoon of wellness at Seymour (e.g., Zentangle, massage), lunch. Community partners tabled, AT present, and onsite respite. Received	Qrtly caregiver resource table at both centers (moved from monthly after February)	Aging helpline being distributed widely

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
			sponsored/donations from Acorn and Homewatch and ~10 community business. Around 40 attendees. • Caregiver newsletter delivered to 1873 email addresses (441 opened)		
5.1.3e. Strategies and supports are developed for individuals living alone with dementia.	OCDOA/AT, DSS	Ongoing	Ongoing	Sheriff's Office applied and received $5000 from the Alzheimer's Foundation to expand Life Track Program, for 8 additional clients with cognitive impairment. Life Track is a wearable FM tracking system to help locate folks (6 new people joined the program this year). OCDOA can help promote through listserv if funding is secured and once applications open. Note, Life Track is only available to people with dementia who live with a caregiver.	Ongoing. LifeTrack Program 52 batteries changed for this quarter. 5 new clients enrolled. Total of 13 clients.
Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.					
Strategy 3.5.1: Engage community volunteers in long-term care facilities and home care services.					
3.5.1a: Vc55+ to provide volunteer opportunities for people interested in enriching the lives of	VC55+	LTC SRT leading project, meeting held 8/19, recruited new volunteers.	• 8 active volunteers are completing monthly LTC visits • New LTC visit site, Parkville Rehab Center	• 8 active volunteers are completing monthly LTC visits • New LTC visit site, Parkville Rehab Center, positive	Direct contact volunteering on hold during this time. Working with LTC SRT to transition to virtual

Indicator	Lead Agency	Status October 2019	Status January 2020	Status April 2020	Status July 2020
persons receiving long-term care services				feedback regarding programming, staff, facilities, etc.	
3.5.1b: Opportunities are created for long-term care residents to get out into the community, with help of volunteers	VC55+	Signature Health Care is developing a program to bring high functioning residents to the Seymour Center - New partnerships established with Brookshire and the Stafford	• Partnered with Signature to take residents to fair • Continued partnership with Brookshire • New partnership with Parkview	• On hold during staff changes • Noted need to improve partnerships and volunteer experiences	See above
3.5.1c: Nursing Home and Adult Care Home Advisory Committee members promote activities that support resident and staff well-being and that reduce social isolation	Community Advisory Committee (CAC) members, Ombudsman	Both committees continue recruiting members.	• No longer recruiting for NH committee • Still recruiting one more for Adult Care Home committee	Still recruiting for Adult Care Home committee	Committees not meeting during this time, still active but ombudspeople are not going into facilities

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

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

8.1.1b. Information sharing is facilitated by liaisons within their organizations.	OCDOA, SHIIP, VC 55+	Ongoing	Ongoing	Ongoing	• Lots of info sharing among diverse communities related to COVID-19 • Focusing more on fliers right now, especially to reach people who use tech/internet less • OCDOA sending information out through food distributions • Piedmont putting a lot of information via handouts out with weekly food distribution at public library (multiple languages) • Town of CH, 600-700 people using food banks and providing community partners information this way, also using email list (multiple languages). • OCDOA worked with DSS to make sure computers are within all low income senior housing. • Senior Centers are doing curbside tax prep with extended tax season
8.1.1c. Information is distributed at least quarterly to designated liaisons.		• PiAP now publishing OCDOA special events on their website (see 8.1.1a) • Sharing health and wellness events with UNC Geriatrics	Ongoing	Ongoing	Ongoing

8.1.1d. Liaisons are created with non-English organizations.	OCDOA, El Centro NC	• Maintaining established relationships. Information is shared both ways • Enhance existing relationship with El Centro Hispano • Identify other non-English organizations • Piedmont Health representative spoke with Spanish speaking group at Seymour Center and reported back to Social Participation and Inclusion Workgroup. • Immigrant and Refugee Health Program at Health Department sharing information: currently completing a Community Health Assessment, distributing Community Clinics Brochures (in 6 languages) online and in Senior Centers, invited OCDOA to share info at events (Latina Breast Cancer Awareness, Latino Health Fair, Muslin Identity Panel, Language Justice Summit, Health Equity Gender Identity Panel, Community Forum on Health Assessment).	• Identified volunteers within senior centers to work with Mandarin and Spanish speaking folks • Publicized Employment Services offered to more Spanish-speaking (and other non-English) agencies. • Refugee population is an increasing focus for Piedmont Health. Creating more partnership to better serve this group.	Collaborating with DSS Employment Services personnel.	Prepared to re-engage when business environment is cleared to resume public activities

8.1.1e. Liaisons are created with neighborhood groups.		Continue to share information and respond to neighborhood group comments and inquiries	Ongoing	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	Ongoing	Ongoing	Ongoing	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	Continue to investigate applications linking RecTrac program entries to populate our website calendar of events. As well as produce a program report suitable for the publisher of the Senior Times, increasing efficiency and accuracy. Our current web platform, CivicPlus, has a recreation module, CivicRec that has potential to meet this need	Scheduled Jan. 2020 meeting OC IT Business Relationship Manager to discuss RecTrac populating web calendar with Senior Times events, even if we have to use RecTrac's calendar instead of our web platform, CivicPlus.	• A movement to improve readability of the Senior Times is in the planning stages. • Met with IT Business Relationship Manager on 1/17/20, discussed RecTrac as data source for Senior Times and online calendar. • 2/27/20 Met with OC IT, to see how RecTrac could produce Senior Times reports for publisher and merge with an online calendar. • Scheduled Senior Times Improvement Focus Groups June 2020 to work toward improvements	• Scheduled/held RecTrac (RT) training with OCIT and RT users to clean up online registration (WebTrac) to prepare to replace current CivicPlus calendar with WebTrac. • Completed RecTrac/WebTrac work and replaced CivicPlus calendar with WebTrac online registration. Ongoing work with OCIT to refine the online registration/search page. • Requested County RecTrac/WebTrac online activity search page workgroup be established to improve the look, functionality, and content. On next agenda • Senior Times (ST) Improvement Survey and two focus groups were held to get participant and staff input. • Survey and focus group report was created and shared. • ST Improvement Workgroup participants were recruited, and weekly workgroup meeting established (starting 7/13/2020)

8.1.3b. Additional versions of the Senior Times are explored, including print and online versions in Spanish and Mandarin (and other languages as needed) and an audible version.		Ongoing but feasibility concerns	• Discussed how to make ST more accessible for visually impaired - if pictures/ads/ icons are removed, it is easier for computer readers to read the text. SW with Services for the Blind to help OCDOA explore technology and feasibility. • Triangle Radio Reading Services used to read ST as a scheduled time each week. • A suggestion was made to have a Passmore newsletter/Senior Times	See 8.1.3a Working to get all Senior Times events (except ticketed and appointments) WebTrac making it searchable by multiple categories	
8.1.3c. Drop off locations are expanded.		Lists have been updated, need to be posted to website	Ongoing	• Ongoing as requested • Added OCPL Cybrary and Carrboro branch	
Strategy 8.1.4: Expand capacity for electronic/digital information dissemination.					
8.1.4a. OCDOA webpage hits increased each year.	OCDOA	Total page views (hits): 16,517 Top five pages: • Aging Main Page: 4,949 • Senior Center programs: 3,871 • Classes Trips: 1,475 • Senior Times: 1,152 • Health Wellness: 462	Total page views (hits): 16,423 Top five pages: • Aging Main Page: 4,594 • Senior Center programs: 3,721 • Classes Trips: 1,403 • Senior Times: 1,023 Health Wellness: 496	Total page views (hits): 20,477 Top five pages: • Aging Main Page: 6,157 • Tax Assistance: 3,170 • Senior Center Programs: 2,668 • Class Trips: 1,392 Senior Times: 1,231	Total page views (hits): 10,039 • Aging Main: 3,803 • Sr. Ctr. Prog: 1,665 • Fit Seniors: 1,230 • Tax Assist: 763 • Sr. Times: 415
8.1.4b. OCDOA Facebook page has more friends/hits each year.	OCDOA	Total Facebook “Likes”: 512. Up 22.20 % from previous quarter.	Total Facebook “Likes” 541. Up 5.66% from previous quarter	Total Facebook “Likes” 560. Up 3.51% from previous quarter	Total Facebook “Likes” 576. Up 2.86% from previous quarter

8.1.4c. Number of Listserv members increased each year.	OCDOA – Endless Possibilities, Community News for Caregivers	• *Endless Possibilities*: 3385 subscribers • *Community News for Caregivers*: 622 subscribers	• *Endless Possibilities*: 3407 subscribers • *Community News for Caregivers*: 643 subscribers	• *Endless Possibilities*: 3463 subscribers • *Community News for Caregivers*: 667 subscribers	• *Endless Possibilities*: 3464 subscribers • *Community News for Caregivers*: 675 subscribers
8.1.4d. New methods established to keep up with technological advances.	OCDOA, OC IT, OC Community Relations	• Investigating text messaging applications for a Wellness Program pilot: RecTrac, OC Alerts and RainedOut: www.rainedout.com (OC IT & OCDOA Wellness Program) • Scheduled a one-on-one demonstration of BeSpree, an app connecting you to workouts and wellness sessions with other motivated people in your community. www.beespree.com. Will schedule a meeting with supervisors & wellness program coordinator to present information	• Hosted BeSpree's presentation of their wellness app to the OCDOA leadership team Will pursue adding our activities on their app, but only on the "free" level. • IT recommended using RecTrac for texting program participants of cancelations after they upgrade their platform to be text capable. • Ask customers of their preferred method of receiving info. (Soc. Part Incl)	• IT and the other departments using RecTrac have yet to move forward with an upgrade. • Projects waiting until upgrades are initiated and completed	• IT and the other departments using RecTrac have yet to move forward with an upgrade • Projects waiting until upgrades are initiated and completed
8.1.4e. People report they are hearing about events/programming through these sources when they register.					
Strategy 8.1.5: Continue to use media sources that do not rely on electronic sources.					

8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.	OCDOA, OC – Community Relations	• Exploring standing radio show which would be once/month. May be a good way to help reach people who do not use internet. • Library reports that Facebook is likely the biggest impact and is easier to track. Their bulletin board also gets a lot of traction. • WCHL interview completed in July promoting VC55+ Voter ID event • Ongoing marketing through PSA's, radio interviews and print ads. • OCDOA ads places on all OCPT buses (will change ads quarterly)	• PSA aired about Caregiver Day of Care event. • Met w/WHUP Hillsborough radio station. The 3-D News' host offered multiple interview slots to OCDOA. He wants to feature our seniors, their experiences and those of their families & caregivers. • OCDOA staff will also be included to give info about the department and what we offer. • UNC Student intern is working to identify interviewees and serve as a liaison with the show's host to schedule interviews.	• Submitted several interview ideas and interviewees to 3-D. • Communication regarding what interviews are selected and when they are scheduled has not been reliable but work continues	• Staff shared OCDOA new and modified programs and services via interviews on radio, newspaper and television: WHUP, CBS affiliate, Daily Tar Heel, UNC Trauma Program, and PBS Next Avenue. • Interviews have been scheduled for next quarter on Aging Matters Radio Show. • Ongoing News releases issued on social media and in print publications.

8.1.5b. OCDOA program, service, and resource information is distributed at community events.	OCDOA, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Aging Transitions tabled at community events
		• OCDOA program information distributed at local resource fairs (# reached):
		  • Caregiver Summit (118)
		  • Latin American Festival (75)
		  • Primetime Business Expo (20)
		  • UNC Hospital – Hillsborough: Resource Fair for Older Adults (29)
		  • UNC Carolina Serves (40)
		  • Good Neighbor Community Cookout (33)
			OCDOA program information distributed at local resource fairs (# reached):
			• Medicare Open House (83)
			• SAS Worklife/Eldercare Fair (30)
			• Hickory Grove Harvest Festival (40)
			• Parkinson's Moving Day (28)
			• 2019 Latino Health Fair (40)
			• Caregiver Day of Care (33)
			• Weatherization Day (2)
			UNC Wellness Centers' Health & Wellness Expo (40)
				OCDOA program information distributed at local resource fairs (# reached):
				• Project Connect End Homelessness (21)
				• UNC Stroke Survivor Event (5)
					All community events were canceled in response to the COVID-19 pandemic.

8.1.5c. Information "Toolkits" are created that volunteers can use to share OCDOA program and service information with others.		• Work has started to develop "Welcome" packets for distribution to new participants • SHIIP kit • Senior Resource guide Summary, example of Transportation guide - Collaboration between AT and VC55+ • Discussed during our Aging Board meeting in August and Steering Committee Meeting in June, especially related to potential cost-sharing.	Welcome Packet content has been determined. Will write a "Welcome" letter to be included and translate into Mandarin and Spanish.	Slated as a UNC MPH student intern deliverable for Summer 2020	Ongoing

8.1.5d. The number of Project EngAGE graduates is increased each year.		• Class 5 will begin September 12th we have 14 people currently enrolled		Graduated Class 5 with 14 new Project EngAGE Senior Resource Leaders (incorporated into 12 existing SRT)	
8.1.5e. People report they are hearing about events/programming through these sources when they register.		• Will explore adding question to more registration forms. SHIIP does this. Library does this. OCDOA does annual surveys and class surveys and ask that information but this is not capturing everyone. • Current trends: Senior Times, Listserv, Flyers	Many Caregiver Day of Care event attendees learned about the event through support groups (announcements or in person).		
Strategy 8.1.6: Partner with other organizations to promote and publicize each other's events and information.					

8.1.6a. Community groups, organizations, and key liaisons are identified.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• OCDOA Transportation Specialist joined the Chapel Hill Transit Partners Advisory Committee and EZ Rider Advisory Committee. Continue to participate in NC Senior Drive Coalition, Healthy Carolinians Access to Care Committee, Orange Unified Transportation Board and the Chapel Hill Pedestrian Safety Action Plan • Enhance collaborative efforts with OC Dept. of Social Services, DTCC, others, NCWorks • See 8.1.1b; 8.1.5b	• OCDOA tables at El Centro events, continuing to reach out to Spanish speaking community • OCDOA Transportation Specialist reached out to Public Engagement Specialist at GoTriangle to use the GoCrew volunteers for joint bus riding trips. • OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT and OCPT. • OCDOA Transportation Specialist continues to attend rural community meetings and events • Publicized to Military Veterans groups. Met with Well.Co leadership (new CH enterprise)	• OCDOA Employment Specialist shared information about current job opportunities with leaders at St Thomas More in Chapel Hill, facilitator of the Jobs Network ministry • OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT and OCPT. • OCDOA Transportation Specialist presented to a committee of multiple rural faith organization leaders 3/5/20	• OCDOA Employment Specialist continuing to publicize among OC businesses, organizations, institutions, and businesses • OCDOA Transportation Specialist continues to attend monthly/quarterly meetings at CHT and OCPT. • OCDOA Transportation Specialist sent introduction e-mail to Assistant Professor at UNC in the Division of Clinical Rehabilitation and Mental Health- who facilitates a stroke support group • OCDOA Transportation Specialist sent introduction e-mail to Executive Director at The Center for Volunteer Caregiving to discuss their Volunteer Driver program

8.1.6b. Events are publicized by multiple organizations.	OCDOA, SHIIP, VC 55+, Transitions Guiding Lights NC, El Centro NC, UNC Health Care – Benefits, Orange County Schools, Cedar Grove Community Center	• Continue to share educational information and events with community groups mentioned above and Cedar Grove Community Center and Efland Cheeks Community Center • PIAP now advertises OCDOA events on their website • Utilize Communications and Other OC Depts, such as Economic Development, Social Services • Meals on Wheels and OCRA – updating their website and could post links to OCDOA • See 8.1.1b	• OCDOA Transportation Specialist implementing a monthly e-mail to CHT, OCPT, and GoTriangle asking for events to promote in Endless Possibilities and Community news for Caregivers e-newsletters • Through UNC PiAP, student intern hired to "get the word out" about OCDOA services, events, and learning opportunities • Met in Dec with DTCC key leaders	• If July 15 Employment Workshop is held, will inform other OC Depts., local media and other agencies. • CHT community outreach manager held a public meeting at the Seymour Center 1/31/20 to announce upcoming changes to CHT services. The event was covered by Spectrum News and the segment aired 2/4/20 • Through UNC PiAP, student intern continued efforts to "get the word out" about OCDOA services, events, and learning opportunities.	• Promoting employment services virtually using social media • Town CH sends human service updates to community partners as well as to faith updates, sending via email to partners • Publicizing Webinars and Virtual Events via Endless Possibilities electronic newsletter while in person events are on hold due to COVID
8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.		• Continue to advertise transit related events at Senior Centers through Senior Times, Flyers, Newsletters and listservs • PiAP now advertises OCDOA events on their website • Currently in Senior Times, E-newsletters, OC Library mailings	• Through UNC PiAP, student intern hired to "get the word out" about OCDOA services, events, and learning opportunities. Multiple channels will be used, including TV, radio, print, and internet. • Continued and expanded publicity at Public Libraries in Chapel Hill, Carrboro, Hillsborough	• Planned Job fair and OCDOA Employment Services (including specific jobs available) were both published in OCDOA e-newsletters • PiAP cross-lists community events in aging	• UNC PiAP intern hired by OCDOA this summer to advance aging readiness through social media. • Promoting events, resources, and availability of Employment Services in Senior Times and Endless Possibilities newsletters, webinars, and social media

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	Ongoing	Ongoing	Ongoing	Ongoing, as appropriate
8.1.6e. A link to program information is established on DEAPR's website, and vice versa.		No longer relevant	No longer relevant	No longer relevant	No longer relevant
Strategy 8.1.7: Collect data on how people prefer to be communicated with and/or how they find out about events.					
8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.		See above	Ongoing, completed during registration process	See 8.1.4e	