

Evaluation

Chapter 1. Situation and Performance of Policy in Age-Friendly Cities

1. Promotional Phase (2019-2021)

- Dobong-gu changed and expanded indicators for each area of an elderly -friendly city twice after the construction phase.
 - 2019: 58 projects in 8 areas (3 new, 17 strategies, 38 continuously)
 - 2020: 67 projects in 8 areas (12 new ones, 17 strategies, 38 continuously)
 - 2021: 76 projects in 8 areas (15 new ones, 17 strategies, 44 continuously)
- The fact that the project has expanded according to the year
- indicates a positive aspect of the administration's interest in project promotion, but it is difficult to establish regular evaluation criteria according to age-friendly indicators if frequent project changes or short-term projects are included in the basic project.
 - If many short-term projects are implemented to provide various programs to the elderly, it is easy to set indicators by dividing long-term projects (continuation projects and strategic projects) and short-term projects in the form of projects.
 - In the case of continuing projects and strategic projects, it is necessary to organize the project from a long-term perspective, supplement the project in a better direction in the course of the project, maintain the business purpose, etc. change the name of the business.
- In the case of Dobong-gu, it can be positively assessed as long as the lead department consistently manages the project based on the project objective. However, indicators that have the characteristics of short-term projects can also be included as major achievements as efforts to revitalize the old-level elderly-friendly city, so they are classified as project projects and need to be evaluated as separate results.

- On the basis of the first implementation plan for the age-friendly city of Dobong-gu, various age-friendly city projects have been implemented at district level. For regular evaluation, it is necessary to more clearly set indicators and business classifications for each area, and to classify short-term projects as project projects to prepare measures to include or evaluate them as separate results.

2. Age-friendly evaluation index by Dobong-gu area

- Evaluation Criteria for each detailed task of the Action Plan
 - In the case of Dobong-gu, 52 indicators in a total of eight major areas were selected in consideration of feasibility in the first stage of implementation plan stage in 2019, but it was analyzed that the detailed indicators changed significantly in the implementation stage. Therefore, in this study, when establishing the mid- to long-term plan for an elderly-friendly city in Dobong-gu, the evaluation was based on 45 indicators in 8 areas as of 2021, not 52 indicators in 8 areas set in the action plan stage.
- Contents of evaluation indicators
 - Evaluation indicators: 45 indicators in 8 areas (Respect and Social Integration: 4 indicators / Citizen Participation and Employment: 9 indicators / Outdoor Space and Building: 5 indicators / Traffic: 3 indicators / Residential and Residential Environment: 2 indicators / Social participation: 4 indicators / Communication and Information Provision: 4 indicators/ Community Support and Health Services: 14 indicators)
- This report evaluated the project promotion strategies and performance tasks, quantitative performance, qualitative performance, and basic evaluation based on the projects for each indicator presented in the implementation stage in 2021.
- Performance indicators use performance indicators of the project promotion plan submitted annually by each department to the elderly disabled department in charge of the project to create an elderly-friendly city.

- Since this study aims to check whether Dobong-gu has faithfully implemented the project in preparation for the implementation plan, Dobong-gu needs to establish a systematic evaluation system for the continuous operation of an elderly-friendly city when establishing the second five-year plan.

Chapter 2. Performance by Field

Field 1	Respect and social integration(존경과 사회통합)
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1-1. Promotion of the foster project for senior citizens' filial piety (경로효친사상 양양사업 추진)

- Subject: The elderly with disabilities
- Performance Indicators: Senior Citizens' Preferential Discount Business Opening
- Performance Goal: Active discovery and support of senior citizens' preferential discount businesses in the jurisdiction to create a senior citizens' preferential social atmosphere and reduce the economic burden on the elderly, contributing to the promotion of welfare for the elderly
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goal: 65 locations / 56 locations of implementation results
 - 2020: Goals: 60 locations / 56 locations of implementation results
 - ▶ Qualitative performance
 - By constantly discovering and expanding discount shops, the economic burden on older people is reduced
 - By distributing standard plastic waste bags to discount shops, the participation of establishments has increased

1-2. Provide learning opportunities through adult text reading education support (성인 문자해득교육 지원으로 학습기회 제공)

- Subject of promotion: Lifelong Learning, Physical Education
- Performance Indicators: Number of program users
- Performance Goal: Provide learning opportunities by supporting text-reading education for adults of the underprivileged class who missed learning opportunities due to socio-economic reasons during school age
- Performance of the relevant project from 2019 to 2020
 - It provides a stable literacy education environment through a contest for the adult literacy program, the Dobong Gagnal Festival (Dobong-gu adult literacy writing contest and exhibition), the operation of literacy-specialized programs (fidget literacy class, digital literacy class), and meetings of institutional officials to revitalize adult literacy projects
 - ▶ Quantitative performance
 - 2019: Target 222 people / Performance 206 people (92.8% completion rate)
 - 2020: Target 272 people / Performance 127 people (46.7% completion rate)
 - ▶ Qualitative performance
 - In addition to Hangul education, learners participate in life literacy education, including computer literacy, English literacy and financial literacy
 - Learners participated in the Writing Contest and Poetry Exhibition to evoke community interest in adult literacy education
- Strategies and Challenges for 2021 Project Promotion
 - Implementation of a proposed public offer for adult literacy programmes
 - Dobong Gagnal Festival (Saint Literary Writing Contest and Exhibition in Dobong-gu) will be held
 - Expanding the operation of adult literacy programs
 - Meeting with the officials of the institution to revitalize the Adult Literacy Project

1-3. Well-dying culture development awareness improvement education (웰다잉 문화조성 인식개선교육)

- Subject of Promotion: Medicine
- Performance Indicators: Number of training sessions to improve awareness
- Performance Goal: Protecting dignity and value as a human being by improving awareness of the right to self-determination of life through the creation of a Well-Dying culture
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goal 10 times / Achievement 10 times
 - * Number of participants in the program: Target 400 / Performance 450
 - 2020: Goal 9 times / No results
 - * Due to COVID-19, education has not been conducted.
 - ▶ Qualitative performance
 - It contributes to improving the awareness of death of the elderly and delivering information on policies through well-dying for a happy life and experience of simulating a letter of intent for life-sustaining treatment
 - As this is a heavy topic for life and death, the establishment of a public relations strategy to uncover educational targets and the expansion and promotion of links with other institutions

1-4. Family Volunteer Corps (Side Dish Volunteer for Seniors) (가족봉사단(어르신을 위한 반찬봉사))

- Subject of Promotion: Lifelong Learning Education Department
- Performance Indicators: Number of volunteers
- Performance Goal: Neighbors such as recipients and elderly people living alone visit with volunteers to expand exchanges between neighbors and prevent lonely deaths of the elderly living alone.
- Performance of the relevant project from 2019 to 2020

- ▶ Quantitative performance
 - 2019: Goal: 35 families 70 people / Achievement: 38 families 76 people
 - 2020: Goal: 40 families 80 people / Achievement: 50 families 120 people
- ▶ Qualitative performance
 - Promote exchanges between single seniors and neighbours.
 - Capacity development as a living foundation for the volunteer camp

Field 2

Citizen participation and employment (시민참여와 고용)

2-1. Senior Citizens' Jobs and Social Activities Support Project (어르신 일자리 및 사회활동 지원사업)

- Subject: The elderly with disabilities
- Performance indicators: Number of participants
- Performance Goal: Contributes to the improvement of welfare for the elderly by supporting various jobs and social activities so that the elderly can lead a lively and healthy retirement life
- Performance of the relevant project from 2019 to 2020
 - Public interest activities, social service type, market type, and manpower dispatch type jobs are entrusted to the performing institution to promote them
- ▶ Quantitative performance
 - 2019: Goal: 2,678 people / Performance: 2,678 people
 - 2020: Goal: 2,709 people / Performance: 2,709 people
- ▶ Qualitative performance
 - In accordance with the trend of expanding the amount of job programs, the period of public service activities is extended, social service-type participation targets are expanded, and the treatment of senior job managers is improved
 - To promote social participation support for the low-income elderly, the targets for participation in jobs for the elderly have been expanded

2-2. Operation of field-specific education for social economy (사회적경제 현장맞춤형 교육 운영)

- Subject of promotion: Autonomous village
- Performance Indicators: Number of Participants
- Performance Goal: Customized social economy education is provided to the elderly and other local residents to enhance their understanding of the social economy and create a foundation for discovering residents-led social economy subjects
- Performance of the relevant project from 2019 to 2020
 - Increase interest in the social economy by introducing village-oriented social economy companies
 - ▶ Quantitative performance
 - 2019: Goal: 130 / Performance: 133
 - 2020: Goals 600 / Performance: Not applicable(Educational video production and distribution due to COVID-19)
 - ▶ Qualitative performance
 - Improving understanding of the social economy by allowing
 - Since face-to-face activities are not possible due to COVID-19, online social economy education videos are produced and distributed to increase accessibility for residents

2-3. Operation of Dobong-gu Job Plus Center(도봉구 일자리플러스센터 운영)

- Subject of promotion: New Job Economy Department
- Performance indicators: Number of employed people
- Performance Goal: Contributes to improving the employment rate of residents by providing comprehensive employment information such as stable employment counseling and arrangement for local residents, finding job seekers, and guiding vocational training projects
- Performance of the relevant project from 2019 to 2020

- Improving the employment rate by conducting various employment support activities, strengthening the discovery of job seekers and job seekers, and holding events such as job fairs
- Expand participants by strengthening the function of providing job information and job status information
- ▶ Quantitative performance
 - 2019: Goals of 1,150 / Performance of 837
 - 2020: Goal of 850 / Performance of 660
 - The number of private jobs through the Job Plus Center decreases due to the expansion of public job programs such as implementing the desired job program to overcome the COVID-19 crisis
- ▶ Qualitative performance
 - To resolve the mismatch between job seekers and job seekers, various employment activities are carried out, and the satisfaction of participating companies and job seekers is improved through continuous follow-up management
- Strategies and Challenges for 2021 Project Promotion
 - Employment support for job seekers and job seekers
 - Finding job seekers
 - Operate a visiting job counseling center
 - Job fair and job-seeking meeting day events are operated
 - Provide job information and job status

2-4. Operation of public work projects (공공근로사업 운영)

- Subject of promotion: New Job Economy Department
- Performance indicators: Number of projects
- Performance Goal: Provisional jobs are provided to the low-income vulnerable to support their livelihood and provide private sector employment opportunities through active job counseling
- Performance of the relevant project from 2019 to 2020

- ▶ Quantitative performance
 - 2019: Goal: 68 / Achievement: 68
 - * Number of elderly participants: Goal 60 / Performance 43
 - 2020: Goal 70 / Achievement: 66
 - * Number of elderly participants: Goal: 60 / Performance: 30
- ▶ Qualitative performance
 - Provide opportunities to solve economic difficulties by providing public jobs to the elderly

2-5. Operation of local community job projects (지역공동체 일자리사업 운영)

- Subject of promotion: New Job Economy Department
- Performance indicators: Number of projects
- Performance Goal: Finding productive job projects to revitalize the local community and providing public jobs to vulnerable groups with working ability to promote livelihood stability
- Performance of the relevant project from 2019 to 2020
 - Revitalize the local community by providing jobs for the socially vulnerable, such as multicultural families and long-term unemployed
- ▶ Quantitative performance
 - 2019: 6 goals / 6 achievements
 - * Number of public job participants: 48 target / 68 performance.
 - 2020: 7 goals / 5 achievements
 - * Number of public job participants: 48 target / 48 performance
- ▶ Qualitative performance
 - Addresses economic difficulties by providing public jobs to the elderly and vulnerable groups in the blind spot of labor
 - Transportation Administration Division, Gender Equality and Family Division, Park Green Area Division, and Water Management Division are linked to administrative policies

2-6. Park Keeper Project (공원지킴이사업)

- Subject of promotion: Park Green Division of Green Area
- Performance indicators: Number of users
- Performance Goal: By utilizing elderly personnel in a resting space, it provides a pleasant and safe park environment to residents and contributes to the creation of jobs for the elderly
- Performance of the relevant project from 2019 to 2020
 - Promote residents' participation by combining jobs for the elderly.
 - Social participation, health promotion, and economic support of the elderly in the region
 - Increase management efficiency by selecting guardians considering the advantages and disadvantages of managing individuals and senior citizen centers
- ▶ Quantitative performance
 - 2019: Goal: 82 people/ Achievement: 90 people
 - 2020: Goal: 96 people / Achievement: 96 people
- ▶ Qualitative performance
 - Park cleaning and management improved, allowing residents to use the park in a pleasant environment
 - In addition to activity hours, senior citizens are highly motivated to work, such as voluntarily participating in improving the park environment

2-7. Employment counseling and placement projects (취업상담·알선사업)

- The subject of promotion: Dobong Senior Welfare Center
- Performance indicators: Number of users
- Performance Goal: Provide opportunities for re-employment to revitalize social participation of elderly job seekers and guarantee income through linkage with job seekers
- Performance of the relevant project from 2019 to 2020
 - Systematic management for each subject is promoted by documenting

- counseling records for job seekers
- Case management was conducted for job seekers who are unable to find a job due to economic difficulties and physical disabilities, etc
 - In-depth counseling is conducted on job seekers who have not been employed for a long time, a support system is established through self-help meetings
 - Considering the age and ability of job seekers, the elderly are linked to the elderly social activity support project
- ▶ Quantitative performance
- 2019: Target 25,582 people / Performance 31,047 people
 - 2020: Target 29,928 people / Performance 26,658 people
- ▶ Qualitative performance
- Provides opportunities for social creation and reemployment to revitalize the social participation of the elderly, and contributes to resolving job openings and restoring economic power through linkage with job seekers.
 - Encouraging the elderly to participate in society by providing opportunities for social activities to escape social alienation in old age
 - For the arrangement of elderly job seekers, job matching for the elderly is expanded by reconfirming the terms of recruitment
 - In connection with the Seoul Senior Employment Support Center, job preparation education for job seekers and labor education for employed people are provided
 - Job seekers' competency development was attempted by conducting self-help meetings and job preparation training, and it was a time for job seekers to communicate with each other and share job search methods and contents
 - Satisfaction was high by posting various job information, job counseling, and special employment lectures
 - Counseling for job search and recruitment was conducted at all times.

2-8. The project to expand lifelong learning programs linked to experiential education and jobs (체험교육과 일자리 연계 평생학습 프로그램 확대사업)

- Subject of promotion: Lifelong Learning, Physical Education
- Performance indicators: Number of users
- Performance Goal: Through the operation of an experience-based curriculum, providing an opportunity for all residents to become learners and instructors.
- Performance of the relevant project from 2019 to 2020
 - Through lifelong education, opportunities to develop potential abilities of residents in social activities are given
 - Promote the development of local communities by creating jobs through lifelong learning
- ▶ Quantitative performance
 - 2019: Target 900 / Achievement 923
 - 2020: Target 900 / Achievement 805
- ▶ Qualitative performance
 - To improve the quality of the program by expanding the curriculum and operating programs through entrusted institutions that can promote substantial education
 - Discovering resources and establishing a cooperative system to maximize the effectiveness of education
 - Contributes to job creation by expanding programs using talent donation instructors

2-9. Support for 50+ generation activities(50+세대 활동지원)

- Subject: The elderly with disabilities
- Performance Indicators: Number of training conducted
- Performance Goal: 50+ Generation will prepare for their old age through social participation and sharing activities
- Performance of the relevant project from 2019 to 2020

- Motivation to cultivate insights and innovative thinking and to actively participate in community activities
- Organize a community centered on graduates through 50+ life imitation education programs
- ▶ Quantitative performance
 - 2019: Goals of 30 cases / Performance of 30 cases
 - 2020: Goals of 30 cases / Performance of 16 cases
- ▶ Qualitative performance
 - Improving the quality of education by reflecting the feedback of participants in education
 - 50+ induces generation to actively participate in community activities

Field 3

Outdoor space and buildings (야외공간과 건물)

3-1. Expansion and improvement of welfare facilities for the elderly (노인복지시설 확대 및 개선)

- Subject: The elderly with disabilities
- Performance Indicators: Amount of support for functional reinforcement projects
- Performance Goal: Improving the welfare facility environment by implementing a functional reinforcement project for the elderly and remodeling and constructing old facilities.
- Performance of the relevant project from 2019 to 2020
 - The cost of the functional reinforcement project is paid to each welfare center to review the project plan of the relevant facility and to support the functional reinforcement of the aged facility
- ▶ Quantitative performance
 - 2019: Target 236 million won / Performance 29.9 million won
 - 2020: Target 27 million won / Performance 326 million won
- ▶ Qualitative performance

- Relieve the inconvenience of the elderly who use the elderly leisure welfare facilities and maintain a pleasant facility environment

3-2. Alley business created by residents (주민이 만드는 골목사업)

- Subject of promotion: Autonomous village
- Performance Indicators: Number of alley business promotion meetings
- Performance Goal: Maintaining a pleasant alleyway through maintenance and repair projects for the target site of the “Street Project Made by Residents“ that has deteriorated and damaged facilities
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goals 12 times / Achievement 14 times
 - 2020: Goal 13 times / Achievement 13 times
 - ▶ Qualitative performance
 - Relieve the inconvenience of the elderly who use the elderly leisure welfare facilities and maintain a pleasant facility environment
- Strategies and Challenges for 2021 Project Promotion
 - Direction of Promotion: Promote continuous village projects by encouraging residents to re-participate in the repair process and promote sustainable projects through the improvement of facility aging and damage in alley projects
 - As a result of the on-site survey of the 2020 alley project target site, 6 sites that need to be repaired were selected

3-3. Repair and maintenance project for city parks(시공원 보수정비사업)

- Subject of promotion: Park Green Division of Green Area
- Performance Indicators: Park Maintenance Target
- Performance Goal: Replacement of old and damaged facilities in the city park and maintenance of infrastructure such as trails and sports facilities to provide a safe and comfortable resting place for citizens

- Performance of the relevant project from 2019 to 2020
 - Maintenance of facilities and sufficient planting of trees in the city
 - Priority maintenance of dangerous facilities for citizens' safety, such as soil loss areas and old facilities
- ▶ Quantitative performance
 - 2019: 2 goals / 2 achievements
 - * Number of facility repairs: 20 target cases / 28 performance cases.
 - 2020: 3 goals / 3 achievements
 - * Number of facility repairs: 20 target cases / 23 performance cases
- ▶ Qualitative performance
 - Facilities that threaten safety in Park are maintained and old facilities are replaced so that citizens can use the park facilities in a safe and comfortable environment

3-4. Road facility maintenance work (도로시설물 유지보수공사)

- Subject of promotion: Road department
- Performance Indicators: Opening of facility repair
- Performance Goal: Promoting user convenience from various risk factors and preventing safety accidents in advance through the repair of road facilities, etc
- Performance of the relevant project from 2019 to 2020
 - Quickly repair road facilities, etc. to prevent safety accidents and create a comfortable road environment
- ▶ Quantitative performance
 - 2019: 3 goals / 3 achievements
 - 2020: 3 goals / 3 achievements
- ▶ Qualitative performance
 - Improving road functions and preventing safety accidents by maintaining old and poor road facilities in advance
 - Resolving the inconvenience of the residents

3-5. Maintenance of road and pedestrian information signs(도로 및 보행자 안내표지 유지관리)

- Subject of promotion: Transportation Administration Department
- Performance indicator: Road name road sign replacement
- Performance Goal: In accordance with the revision of the Road Name Address Act, the existing road signs with road names were replaced to provide smooth traffic guidance to vehicle users and pedestrians
- Performance of the relevant project from 2019 to 2020
 - Additional road sign replacement work was carried out according to the Seoul Metropolitan Government incentive evaluation plan to contribute to the creation of a transportation environment
 - ▶ Quantitative performance
 - 2019: 53 goals / 57 achievements
 - 2020: 130 goals / 70 achievements
 - ▶ Qualitative performance
 - Provide accurate information to drivers and pedestrians by improving the traffic environment, maintaining traffic safety, and transportation facilities

Field 4

Transportation (교통)

4-1. Support for transportation cards for senior citizens (어르신 우대용 교통카드 지원)

- Subject of promotion: Transportation Administration Department
- Performance indicators: Transportation card registration and distribution quantity
- Performance Goal: Preferential transportation cards are provided to senior citizens and the disabled to relieve traffic inconvenience and improve traffic satisfaction
- Performance of the relevant project from 2019 to 2020
 - By issuing a semi-permanent RF free transportation card, traffic

inconvenience is resolved and traffic satisfaction is improved

▶ Quantitative performance

- 2019: Target 10,000 sheets / Performance 10,175 sheets (elderly 9,232 sheets, disabled 943 sheets)
- 2020: Target 10,000 sheets / Performance 9,732 sheets (8,982 sheets for the elderly and 750 sheets for the disabled)

▶ Qualitative performance

- By issuing and using a semi-permanent free transportation card, the inconvenience of receiving a disposable free transportation card every time is resolved
- Promote transportation convenience for the elderly and disabled aged 65 or older in the jurisdiction

4-2. A project to improve the walking environment for the weak (보행 약자를 위한 보행환경 개선사업)

■ Subject of promotion: Road department

■ Performance Indicators: improving the walking environment

■ Performance Goals: Remuneration of sidewalks in the jurisdiction, deterioration to resolve traffic inconvenience and prevent safety accidents for the vulnerable

■ Performance of the relevant project from 2019 to 2020

- By removing steps between roads and sidewalks and maintaining safety facilities for the disabled, a healthy walking environment is provided to the disabled (the disabled, the elderly)

▶ Quantitative performance

- 2019: 200 goals / 170 achievements
- 2020: 200 Goals / 159 achievements

▶ Qualitative performance

- Relieving traffic inconvenience and preventing safety accidents in advance by maintaining sidewalk blocks, braille blocks, boundary stones and stationery.

- Complete removal of steps between roads and sidewalks within the crosswalk section and maintenance of safety facilities for the disabled provide a safe walking environment for the elderly and the disabled

■ Strategies and Challenges for 2021 Project Promotion

- (Equipment) Road construction expansion and pavement, road function maintenance, and walking environment improvement work for the weak pedestrian
- Improvement of pedestrian rights, safety management of the transportation vulnerable, improvement of walking environment, and maintenance of safety facilities for the disabled on crosswalk access roads

4-3. Free shuttle bus business for the disabled and the elderly (장애인·노약자 무료셔틀버스 사업)

■ The subject of promotion: Dobong General Welfare Center for the Disabled

■ Performance indicators: Number of users

■ Performance Goal: Increase access to local communities by guaranteeing the right to travel to the transportation vulnerable, such as the elderly and the weak who have restrictions on movement

■ Performance of the relevant project from 2019 to 2020

- Free shuttle buses are operated for the disabled (the elderly) who are unable to use transportation to provide convenience for mobile life and to lead a smooth daily life (independent living in the community)
- Free shuttle buses are operated to improve the convenience of transportation for the elderly/disabled
- Increases access to local communities by guaranteeing the right to move to local residents with restrictions on movement, such as the disabled and the elderly

▶ Quantitative performance

- 2019: Target 60,000 people / Performance 59,187 people (38,253 senior citizens, 20,114 disabled people)

- 2020: Target 60,000 people / Performance 12,008 people (8,379 senior citizens, 3,045 disabled people)
- ▶ Qualitative performance
 - It promotes user convenience and provides safe movement by resolving inconveniences through regular monitoring of users, developing friendly language purification movements by drivers and assistants
 - Solving inconvenience in living by securing the right to move for the elderly and the weak
 - By operating a free shuttle bus, it promotes the convenience of transportation for the vulnerable, improves access to convenience facilities in the community, and operates safely for the safety of all disabled and the elderly

Field 5

Housing and residential environment (주거 및 주거환경)

5-1. Housing support for the elderly without low income (house of the elderly) (저소득 무의탁 노인 주거지원-노인의 집)

- Subject: The elderly with disabilities
- Performance Indicators: Number of Users
- Performance Goal: Provide residential space to low-income seniors living alone to ensure a stable retirement life and relieve social alienation
- Performance of the relevant project from 2019 to 2020
 - Ensuring a stable retirement life by providing residential space to the elderly living alone who can live alone
- ▶ Quantitative performance
 - 2019: Goals of 2 / Performance of 1 person.
 - 2020: Goals of 2 / Performance of 1 person.
- ▶ Qualitative performance
 - Relieve loneliness and social alienation
 - Promote psychological stability for the elderly living alone by continuously

implementing management of the elderly living alone

5-2. “Clack clack 119“. Life safety service (「똑딱똑딱 119」 생활안전 서비스)

- The subject of the project: Disaster and Safety Department
- Performance indicators: Number of use of life safety services
- Performance Goal: Prevent disasters in advance by conducting rapid on-site visits and inspections on the safety risks of the socially vulnerable class
- Performance of the relevant project from 2019 to 2020
 - Social vulnerable groups such as basic living recipients, the disabled, and low-income elderly living alone will be given priority
 - ▶ Quantitative performance
 - 2019: Goals 650 / Performance 634
 - 2020: Target 650 cases / Performance 490 cases
 - ▶ Qualitative performance
 - Contributes to improving the quality of life of the socially vulnerable by providing practical services for inconveniences in life

Field 6

Social participation (사회참여)

6-1. 5060 Senior Reporters (5060 시니어 기자단)

- Subject of promotion: Dobong Cultural Foundation
- Performance indicators: Number of users
- Performance Goal: Provide opportunities for lifelong education to middle-aged and elderly people aged 5060
- Performance of the relevant project from 2019 to 2020
 - Providing opportunities to learn social skills to contribute to lifelong education and new elderly plans to the elderly who may be alienated
 - Basic education such as writing and SNS

- ▶ Quantitative performance
 - 2019: Goal: 20 people / Performance: 20 people
 - 2020: Goal: 15 people / Performance: 20 people
- ▶ Qualitative performance
 - Provide opportunities for the elderly living to acquire lifelong education and skills
 - Promoting self-achievement in old age and a sense of challenge for new work
 - Increases a sense of accomplishment by issuing a certificate of completion of the 5060 Press Corps

6-2. Promotion of events related to senior citizens and senior citizens(동 경로행사 및 어르신 관련 행사 추진)

- Subject: The elderly with disabilities
- Performance Indicators: Number of participation in senior event
- Performance Goal: By holding a senior citizen event in October, it contributes to the widespread spread of the idea of senior citizens' filial piety, creating a social atmosphere for senior citizens and promoting welfare for the elderly
- Performance of the relevant project from 2019 to 2020
 - Promotion of senior citizens' events by dong in October
 - Redefining the role of the elderly and raising the idea of filial piety for the traditional elderly
 - Promoting filial piety, which are traditional customs of our society, through rewards and encouragements to filial piety
- ▶ Quantitative performance
 - 2019: Goal: 14 dongs / 14 dongs with achievements
 - 2020: Goal: 14 dongs / 14 dongs with achievements
- ▶ Qualitative performance
 - Spreading the social atmosphere of respect for the elderly through

commendation for the welfare of the elderly

6-3. Activating leisure programs for senior citizens (경로당 여가프로그램 활성화)

- Subject: The elderly with disabilities
- Performance Indicators: Program activation support
- Performance Goal: Promote the lively and healthy retirement life of senior citizens through activation projects such as leisure and specialized programs in senior citizens' centers
- Performance of the relevant project from 2019 to 2020
 - Resolving welfare blind spots by focusing on discovering and supporting areas where vulnerable groups are concentrated
 - ▶ Quantitative performance
 - 2019: Goal: 26 million won / Achievement: 26 million won
 - 2020: Goal: 26 million won / Performance: 26 million won
 - ▶ Qualitative performance
 - By operating an open senior citizen center, it is used as a space where various programs can be provided to the elderly

6-4. Activating the operation of leisure welfare facilities for the elderly (노인여가복지시설 운영 활성화)

- Subject: The elderly with disabilities
- Performance Indicators: Number of users of leisure welfare facilities for the elderly
- Performance Goal: Contributing to the spread of leisure and cultural activities by actively supporting the operation of leisure welfare facilities for the elderly
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goal: 2,000 / Achievement: 2,000

- 2020: Not implemented due to COVID-19
- ▶ Qualitative performance
 - The elderly's talent contest and Dobong history and culture tour for the elderly were held to provide leisure opportunities for cultural activities and leisure for the elderly

Field 7

**Communication and information
(의사소통과 정보제공)**

7-1. The Supply of PC of love (사랑의 PC 보급)

- Subject of promotion: PR computer
- Performance Indicators: Number of subjects to be distributed
- Performance Goal: Maintenance of usable used computers and free distribution to the information underprivileged
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goal: 120 / Performance: 113
 - 2020: Goal: 80 / Performance: 40
 - ▶ Qualitative performance
 - Support for the improvement of the informatization environment and enhancement of benefits for the underprivileged
 - Resolving the information gap for the socially disadvantaged

7-2. Operate customized IT education to communicate smartly(스마트하게 소통하는 맞춤형 IT교육 운영)

- Subject of promotion: PR computer
- Performance Indicators: Number of Users
- Performance Goal: Providing opportunities for informatization education to the information underprivileged and providing high-quality administrative services to the residents by strengthening the informatization capabilities

- Performance of the relevant project from 2019 to 2020
 - By providing education for the elderly such as basic use of computers and smartphones, the information gap is narrowed
 - ▶ Quantitative performance
 - 2019: Target 2,500 / Performance 2,389 people
 - * Education satisfaction: 90% goal / 90% performance
 - 2020: Target 3,000 / Performance 5,734 people (Train through YouTube due to COVID-19 (The total number of participants is calculated as the total number of viewers)
 - * Education satisfaction: 92% goal / Performance 98%
 - As of 2019, 94% of the participants and 96% of the participants were older, so the participation of the elderly was high
 - Education Center: Dobong-gu Office (36 seats) and Lifelong Learning Center (26 seats)
 - Course and Personnel Target: 119 times a year, about 3,000 students will be trained.
 - ▶ Qualitative performance
 - Providing opportunities for informatization education to the elderly
 - Regular education: 3 areas (PC, Smart, IT convergence and life-friendly)
 - Special Lecture: 3 categories (PC, Smart, IT Convergence)

7-3. Customized care service for the elderly (노인맞춤돌봄서비스)

- Subject: The elderly with disabilities
- Performance indicators: Number of users
- Performance Goal: Ensuring a stable retirement life by providing appropriate care services to the vulnerable elderly who have difficulty living their daily lives
- Performance of the relevant project from 2019 to 2020
 - Providing customized welfare services to the elderly living alone who have difficulty living their daily lives alone

- Establish a comprehensive social safety net for senior citizens living alone through the identification of living conditions and welfare needs for senior citizens living alone, regular safety checks, linkage and coordination of health and welfare services, and life education
- ▶ Quantitative performance
 - 2019: Goal: 1,000 people / Performance: 1,800 people
 - 2020: Goal: 1,000 / Performance: 1,764 people
- ▶ Qualitative performance
 - Ensuring a stable retirement life for the elderly by providing customized services for each needs
 - Safety support (safety confirmation, etc.), social participation (making friends and walking together), life education (health exercise, oral care, nutrition intake, fall prevention, etc.), daily life support (hospitals, shopping, households, physical care, etc.), and residential environment improvement

7-4. Supporting the operation of community spaces in the village (마을 커뮤니티 공간 운영 지원)

- Subject of promotion: Autonomous village
- Performance Indicators: Number of community spatial networks in the village
- Performance Goal: Provide an open community space to all residents to provide a communication space for the village community
- Performance of the relevant project from 2019 to 2020
 - ▶ Quantitative performance
 - 2019: Goal: 21 / Performance: 21
 - 2020: Goal: 20 / Performance: 20
 - ▶ Qualitative performance
 - Currentize the space menu on Dobong-gu website
 - Enact the community network by providing a comfortable and secure community space
 - Remodeling neglected idle spaces such as Seoul, autonomous districts, and

apartment houses to provide a space for residents to communicate

Field 8

Community support and health services
(지역사회 지원과 보건서비스)

8-1. The vulnerable group timer-type gas safety breaker supply project
(취약계층 타이머형 가스안전차단기 보급사업)

- Subject of implementation: Environmental Policy Division
- Performance Indicators: Number of households with gas safety breakers installed
- Performance Goal: Contributing to the prevention of gas accidents and fires by installing and distributing gas safety devices for vulnerable households such as elderly dementia who are vulnerable to gas accidents and lack of economic capacity
- Performance of the relevant project from 2019 to 2020
 - Installation of gas safety devices and safety inspections for vulnerable households such as the elderly with dementia and the disabled to prevent gas safety accidents in advance
 - Preferential distribution of gas safety devices to the elderly and disabled with dementia who are vulnerable to gas accidents
 - Support for installation of priority selection in the order of age when selecting priority for distribution targets
- ▶ Quantitative performance
 - 2019: Goals of 100 households / 120 households with achievements
 - 2020: Goal of 100 households / 123 households with achievements
- ▶ Qualitative performance
 - Contributing to the stability of the life of the vulnerable through visiting administrative services

8-2. A project to build a large-scale waste house collection system for the elderly who are alone (홀몸어르신 대상 대형폐기물 집안수거 시스템 구축사업)

- Subject of the promotion: Cleaning Administration Department
- Performance indicators: Number of waste collection cases
- Performance Objectives: For elderly people who are unable to move and need help around them, a household collection system is established to provide convenience when discharging large-scale waste.
- Performance of the relevant project from 2019 to 2020
 - A visiting nurse guides the distribution and application of system promotional materials for the project when visiting a single elderly home
 - When visiting the waste collection truck, collect it smoothly and maintain kindness
- ▶ Quantitative performance
 - 2019: Not confirmed
 - 2020: Not confirmed
- ▶ Qualitative performance
 - It provides convenience by collecting waste on behalf of the elderly who have difficulty moving around.

8-3. Free meal service for low-income seniors(저소득 어르신 무료급식 사업)

- Subject: The elderly with disabilities
- Performance Indicators: Number of free meal users
- Performance Goal: Provide basic nutrition and community-friendly welfare services to the elderly who are unable to move or are likely to skip meals due to economic difficulties
- Performance of the relevant project from 2019 to 2020
 - Support low-income seniors who are likely to skip meals among the elderly in the jurisdiction

- In the case of performing institutions, institutions with human and material resources necessary for the operation of meals are selected first to secure the quality of free meals for the elderly
- Flexible operation by providing alternative meals to prevent the elderly from skipping meals from occurring in times of crisis such as heat waves, heavy snow, and infectious diseases
- ▶ Quantitative performance
 - 2019: Target 925 people / Performance 841 people
 - 2020: Target 907 people / Performance 858 people
- ▶ Qualitative performance
 - Ensuring basic nutrition for the elderly who are worried about skipping meals
 - When delivering meals and side dishes to each catering institution, a management system can be established to check the status of the elderly from time to time by checking the elderly's safety and notifying the elderly care device service institution, community center, and the elderly with disability

8-4. Operation and management of medical, home care, and residential welfare facilities for the elderly (노인의료·재가·주거복지시설 운영 및 관리)

- Subject: The elderly with disabilities
- Performance Indicators: Number of locations for operation and management
- Performance Goal: Improving welfare and service quality in medical, home care, and residential welfare facilities for the elderly
- Performance of the relevant project from 2019 to 2020
 - Improvement of residential welfare facilities for the elderly
- ▶ Quantitative performance
 - 2019: 187 places
 - 2020: 187 places

- ▶ Qualitative performance
 - Creating a convenient residential facility

8-5. Support for home care benefits for the elderly (노인장기요양보험 재가급여 지원)

- Subject: The elderly with disabilities
- Performance Indicators: Number of Users
- Performance Goal: Contributing to the improvement of welfare and quality of service for the elderly through support for the use of home care services for the elderly and management of long-term home care institutions
- Performance of the relevant project from 2019 to 2020
 - In accordance with the implementation of the “Long-Term Care Insurance System for the Elderly,” long-term care benefits for medical benefit recipients who received long-term care grades such as dementia and stroke are deposited in the National Health Insurance Service in a timely manner
- ▶ Quantitative performance
 - 2019: Target 16,993 people / Performance 14,342 people
 - 2020: Target 18,800 people / Performance 16,200
- ▶ Qualitative performance
 - Improving the welfare of the elderly by providing services (re-payment) such as support for admission to elderly care facilities (facility benefits), day and night protection, short-term protection, visiting care, visiting nursing, and welfare equipment

8-6. House to commemorate Dobong-gu (도봉구 추모의 집 운영)

- Subject: The elderly with disabilities
- Performance Indicators: Number of Users
- Performance Goal: Supporting chanel houses at a lower cost than private chanel houses to promote funeral convenience for residents
- Performance of the relevant project from 2019 to 2020
 - Promote funeral convenience for residents
 - ▶ Quantitative performance
 - 2019: Target 35 people / Performance 54 people
 - 2020: Target 50 people / Performance 43 people
 - ▶ Qualitative performance
 - Relieving the economic burden by allowing residents suffering from economic difficulties to have a funeral at a low price

8-7. Finding visiting welfare blind spots and strengthening the support system (찾아가는 복지사각지대 발굴 및 지원체계 강화)

- Subject of promotion: Welfare Policy Division
- Performance Indicators: Number of welfare services linked
- Performance Goal: Support welfare services for the underprivileged by discovering households in crisis in the welfare blind spot
- Performance of the relevant project from 2019 to 2020
 - Discovery of crisis households in the welfare blind spot, establishment and implementation of support plans
 - Discovery and support of welfare blind spots linked to the full resident registration investigation
 - Survey on the living conditions of the elderly and support for winter heating expenses
 - Active discovery and support through the excavation and management system of welfare blind spots
 - Support customized services and strengthen links to households in crisis

- ▶ Quantitative performance
 - 2019: Goals of 50,000 / Performance 59,000 cases
 - 2020: Goals of 35,900 / Performance 37,419 cases
- ▶ Qualitative performance
 - Establish a community protection system by strengthening visiting welfare and discovering and supporting crisis households in various welfare blind spots by promoting the promotion of the Visiting Community Center
 - Reinforce the personal stability net of public-private cooperation by activating the function of the residents' organization
 - Contributing to the resolution of welfare blind spots by providing customized support for public and private resources to the discovered subjects

8-8. Operation of a private welfare base institution (민간복지거점기관 운영)

- Subject of promotion: Welfare Policy Division
- Performance Indicators: Support for delivery for senior citizens
- Performance Goal: Designating a private institution in the region as a private welfare base institution to carry out various sharing activities
- Performance of the relevant project from 2019 to 2020
 - Internalization of the composition and operation of a consultative body of a private welfare base institution
- ▶ Quantitative performance
 - 2019: Goal: 200 / Achievement: 200
 - 2020: Goal: 200 / Performance: 205
- ▶ Qualitative performance.
 - Improving access to welfare for the elderly by holding various events for the elderly in connection with various private institutions such as Dong Community Welfare Council, and churches
 - Contributing to the promotion of sustainable welfare projects by forming a cooperative system between private welfare base institutions

- various welfare projects for each institution are promoted

8-9. Elderly Care Project through Dobong Welfare Community (도봉복지공동체를 통한 어르신 돌봄사업)

- Subject of promotion: Welfare Policy Division
- Performance Indicators: Number of monitoring consultations
- Performance Goal: Based on the cooperation of residents and local institutions, the Dobong Welfare Safety Net is established to take care of senior citizens living alone in the village and the creation of a welfare village community
- Performance of the relevant project from 2019 to 2020
 - Monitoring the delivery of nutritious porridge for the elderly living alone
 - Securing a social safety net to take care of the elderly living alone in the village
 - Formation of a care system that takes care of elderly people living alone in the village
 - ▶ Quantitative performance.
 - 2019: Target 16,000 / Performance 14,502
 - * Number of caregivers: Target 2,050 / Performance 2,100
 - 2020: Target 5,000 / Performance 6,121
 - ▶ Qualitative performance
 - Form a bond with the elderly by providing nutritional porridge and birthday food to the caring elderly in connection with the private welfare base institution
 - Check the health status of the elderly from time to time and monitor their daily lives to check for a living crisis

8-10. Dobong-gu Dementia Relief Center (도봉구 치매안심센터 운영)

- Subject of promotion: Regional Health Department
- Performance Indicators: Number of participants in the screening examination
- Performance Goal: Create a dementia-friendly environment and strengthen the support system
- Performance of the relevant project from 2019 to 2020
 - Community-centered dementia prevention and management
 - Comfortable and safe diagnosis, treatment, and care for dementia patients.
 - Reduce the burden of supporting the family of dementia patients
 - Reinforcement of local resources.
 - Strengthening the dementia prevention system to suppress severe dementia and reduce social costs
 - ▶ Quantitative performance
 - 2019: Target 6,700 / Performance 9,316
 - * Number of participants in cognitive rehabilitation program: target 10,000 / performance 17,965
 - * Registration management rate for the elderly with dementia: 59.5% target / 65.8% performance
 - 2020: Target 6,800 / Performance 3,727
 - * Number of participants in cognitive rehabilitation program: target 10,000 / performance 1,472
 - * Registration management rate for the elderly with dementia: 51.8% target / 50.2% performance
 - ▶ Qualitative performance
 - It contributes to spreading the right understanding and positive perception of dementia by implementing various programs in connection with related departments related to dementia
 - By establishing a non-face-to-face dementia prevention management project system due to COVID-19, dementia prevention packages are produced and distributed to those who complain of inconvenience due to the suspension

of programs in the center. □ In line with the establishment of an emergency care system, case management targets are expanded and intensively managed to link customized services inside and outside the center for each subject

- Efficient delivery system for dementia management

■ Strategies and Challenges for 2021 Project Promotion

- Specialized dementia management and care (preemptive dementia prevention and management, initial concentration of dementia patient treatment, strengthening community management capabilities for dementia care, and expanding support to reduce the burden on dementia patient families)

- Reinforcement of the dementia-related policy base (Efficiency of dementia management delivery system, expansion and specialization of dementia management supply infrastructure, and creation of a good environment for dementia patients to live together)

- Preemptive dementia prevention and management

- Dementia high-risk groups and early detection, dementia prevention classes, cognitive reinforcement and stimulation classes, and “visiting cognitive rehabilitation“ programs

- Initial intensive input of treatment for dementia patients

- Screening, diagnostic tests, medical treatment visited by a specialist

- Strengthening the ability of dementia care to manage the local community

- Expanding support to reduce the burden on families of dementia patients

- Dementia Family Education and Support Program, Memory Raising Shelter, Dementia Treatment Cost Support

- Operation of the Steering Committee and community council, case meetings for dementia, operation of regional coordinators, and training to strengthen employee competency

- Expansion and specialization of dementia management supply infrastructure

- Create a good environment for dementia patients to live together

- Education to improve awareness, leading organizations and schools to

overcome dementia, dementia relief villages, and dementia relief doctors

8-11. Chronic disease prevention and management project (만성질환 예방 및 관리사업)

- Subject of promotion: Health Policy Division (Health Branch)
- Performance Indicators: Registration and management of elderly chronically ill patients
- Performance Goal: Improving the self-management ability of chronic diseases by early detection of chronic diseases
- Performance of the relevant project from 2019 to 2020
 - Prevention of complications caused by chronic diseases through early detection
 - Improving self-health care skills by inducing changes in lifestyle
 - Minimize economic losses and improve health management efficiency by preventing and managing chronic diseases
 - ▶ Quantitative performance
 - 2019: Goal: 6,000 / Performance: 7,328
 - 2020: Goal: 5,400 / Performance: 1,363.
 - ▶ Qualitative performance
 - By expanding and promoting health promotion exercise programs, the increase of the participation of the elderly
 - Increasing the elderly's interest in health care.
- Strategies and Challenges for 2021 Project Promotion
 - Operation of chronic disease management office
 - Registration and management of chronically ill patients
 - Smoking cessation registration and management
 - Running a health promotion exercise program

8-12. Oriental medicine health project (한방보건사업)

- Subject of promotion: Health Policy Division (Health Branch)
- Performance Indicators: Number of oriental medical treatment and health counseling
- Performance Goal: Promoting the health of local residents and improve the quality of life by treating and managing the increasing number of senile diseases and chronic degenerative diseases
- Performance of the relevant project from 2019 to 2020
 - Improving access to medical care and increasing the role of public medical services by providing medical services for oriental medicine
 - ▶ Quantitative performance
 - 2019: Goals of 5,500 / Performance of 5,671
 - 2020: Goals of 5,500 / Performance of 4,000
 - ▶ Qualitative performance
 - Promote the health of the underprivileged by providing oriental medical visit treatment to the vulnerable, the disabled, and the mobility impaired
 - Finding new patients for oriental medicine visiting treatment in connection with other projects (visit nursing projects) and providing health services
- Strategies and Challenges for 2021 Project Promotion
 - Operation of oriental medicine health center (pre-reservation system)
 - Oriental medical treatment, health counseling, health education, etc.
 - Home-visit oriental medical treatment for the vulnerable
 - Depending on the subject's disease and health status, oriental medicine procedures using acupuncture and infrared therapy devices, granular herbal medicine prescriptions, and health counseling, etc
 - Promote linkage with other businesses
 - Conducting activities tailored to the target, such as visiting nursing projects and rehabilitation health projects, etc
 - Online (non-face-to-face) customized individual health counseling.
 - Due to the suspension of face-to-face work due to the spread of

COVID-19, health status is checked online (non-face-to-face) and customized individual health counseling is conducted

8-13. Nutrition project for the elderly (어르신 영양사업)

- Subject of promotion: Health policy department
- Performance Indicators: Silver Nutrition Education (Classroom) Number of times conducted
- Performance Goal: Silver nutrition education and nutrition classes are provided to the elderly to induce changes in their diet and improve their nutritional status, contributing to health promotion
- Performance of the relevant project from 2019 to 2020
 - Promotion of nutrition projects by life cycle (youth, adult, elderly)
 - Operating a bland learning center to provide low-salt education and low-salt experience programs
- ▶ Quantitative performance
 - 2019: Goal 10 times / Achievement 10 times
 - 2020: Goal 10 times / Achievement 10 times
 - Evaluation is conducted through business performance after the completion of the project every year
 - Input evaluation (20 points), process evaluation (60 points), and result evaluation (20 points)
 - The contents of the evaluation include silver nutrition education for the elderly, silver nutrition classes, and adult low-salt experience programs
- ▶ Qualitative performance
 - As a nutrition project for the elderly, silver nutrition classes and silver nutrition education are provided to easily explain the nutrients necessary for the elderly and to easily educate the elderly on the need to practice proper eating habits, contributing to maintaining the health of the elderly

8-14. Running a neighborhood care team (우리동네 돌봄단 운영)

- Subject of promotion: Welfare Policy Division
- Performance indicators: Number of safety checks
- Performance Goal: Establish a protection system for those subject to need protection by regularly visiting the elderly in the region and checking their safety
- Performance of the relevant project from 2019 to 2020
 - Promote regular monitoring by residents who are familiar with the area.
 - Promote volunteer activities through the recommendation of Dobong-gu for residents aged 50 to 67 who have lived in Dobong-gu for more than 3 years
- ▶ Quantitative performance.
 - 2019: Target 6,000 cases / Achievement 6,294
 - 2020: Target 7,000 cases / Achievement 48,378
- ▶ Qualitative performance
 - In order to cope with the increase in new social risks such as poor crisis households, care crisis households, and housing vulnerable households, a system that can discover and support welfare crisis households is prepared