

Orange County Master Aging Plan 2022-2027

Goals, Objectives,
Strategies and Indicators



www.orangecountync.gov/MAP

Prepared under the leadership of:

Orange County Advisory Board on Aging
Master Aging Plan Steering Committee
Master Aging Plan Leadership Team
Master Aging Plan Racial Equity Team

Authorship

Janice Tyler
Director, Orange County Department on Aging

Kenesha Wood
UNC School of Social Work Intern

Cass Dictus
UNC Partnerships in Aging, Doctoral student,
UNC School of Nursing

Master Aging Plan Workgroup Leaders

Myra Austin
Outdoor Spaces and Building
and Social Participation

Brandi Beeker
Transportation

Mike Komives
Employment

Shenae McPherson and Kim Lamon-Loperfido
Community Support and Health Services

Cherie Rosemond and Ryan Lavalley
Housing

Beverly Shuford
Communication and Information

*Please direct questions and comments regarding the Master Aging Plan to **Janice Tyler**, Director,
Orange County Department on Aging: jtyler@orangecountync.gov*

Workgroup Interns

Cheyenne Bierly
Jesse Bossingham
Kali Cannon
Christine Craig
Cass Dictus
Rachael Manasseh
Takira Robinson
Anna Wakita

MAP Racial Equity Team

Latonya Brown
Meghan Rushing
Cydnee Sims
Sharon Williams

Special thanks to **Melissa Blackburn**, Graphic Designer with the Orange County Community Relations Department for our new MAP design and **Anshu Gupta**, OCDOA Business Officer for assistance with data tables.

Table of Contents

- Executive Summary 4
- Goals and Objectives. 6
- Introduction 8
- Development of the Plan10
- Demographics.16
- Evaluation of 2017-22 MAP.22
- Domain Goals, Objectives, Strategies, And Indicators.23
- DOMAIN 1: Outdoor Spaces and Buildings.23
- DOMAIN 2: Transportation25
- DOMAIN 3: Housing29
- DOMAIN 4: Social Participation33
- DOMAIN 5: Respect and Social Inclusion35
- DOMAIN 6: Civic Participation and Employment37
- DOMAIN 7: Community Support and Health Services.40
- DOMAIN 8: Communication and Information46
- Conclusion49
- Acknowledgements50
- Frequently Used Acronyms.54
- Index of Responsible Agency55
- Appendix 163
- Appendix 2.65

Executive Summary

The 2022-27 Master Aging Plan (MAP) marks the fifth cycle of strategic planning for the Orange County Department on Aging (OCDOA). However, this is the second MAP based on the AARP Framework for an Age-Friendly Community (AFC). The AFC framework contains 8 domains of livability that influence the quality of life for older adults: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.

This plan builds off of the 20 year history of formal age-friendly planning in Orange County. We are proud to be a model for comprehensive and successful aging planning both in NC and the nation. We are especially proud to be one of the 12 Age-Friendly Communities leading the way in NC, as our state has joined with 9 other states and one territory to be designated as a Livable and Age-Friendly State.

For the first time in its development process, the Orange County Master Aging Plan is including racial equity as a cross-cutting theme for each of the 8 domains in the 2022-2027 plan. In partnership with the other county initiatives, such as One Orange and the Government Alliance for Race & Equity, the focus on racial equity provides an intentionality and builds off of important discussions both locally and nationally to identify and explore how race impacts the experience of aging.

This is a critical part of a larger effort to ensure the Master Aging Plan is inclusive of ALL older adults in Orange County. It is critical that EVERY older adult (regardless of race, ethnicity, income, location, language, sexual orientation, health status, etc.) see themselves reflected in some way in the MAP. We want to make sure this plan and this process is relevant to all older adults in Orange County. This is our community and our plan.



The goals included in the 2022-27 MAP are intended to continue to make Orange County an age-friendly community, a place where structures and services are adapted to be accessible to and inclusive of older adults with varying needs and capacities. For this reason, the plan covers a wide range of topics, from communication and information to housing and outdoor spaces and buildings.

The 2022-27 MAP was developed using the AARP Age-Friendly Community Framework as a guide. The goals, objectives, strategies and indicators represent the work of a variety of stakeholders throughout the MAP planning process. These stakeholders include Orange County residents, county and town leadership, major healthcare systems, faith-based and non-profit organizations, and older adult advocates.

All of these stakeholders were involved at different times during the MAP's development, beginning in summer 2021 with a community needs assessment survey and ending in spring 2022 with a period of public comment.

In the fall of 2021 and winter of 2022, stakeholders participated in 9 community engagement events, 33 work group meetings, and MAP Leadership and Steering Committee meetings. The inclusion of these diverse stakeholders in developing the MAP is essential to ensuring that the plan meets the needs of a growing older adult population.

The 2022-27 MAP comes at a particularly crucial point in the history of Orange County. The proportion of older adults within the general population is growing rapidly at the national level as well as right here in Orange County.

Orange County's aging population is diverse, widespread, and representative of a variety of life experiences. Achieving the goals and objectives in the MAP is essential in preparing the county for the influx of older adults who will be using county and town programs and services.

The success of the MAP depends on continued collaboration and community involvement over the next five years. Without the participation of a variety of community members and organizations, an integrated countywide plan will not be successful.

The achievement of this plan requires the recognition that we all are aging, this plan affects all of us, and an age-friendly community benefits our county as a whole. Through working together to meet the goals and objectives of the 2022-27 MAP, residents and diverse organizations will help Orange County build capacity to support our aging population and ultimately improve the quality of life for everyone.



Goals and Objectives

The following goals are Orange County’s guiding principles in serving our older adult population.

Goal 1 – Outdoor Spaces & Buildings: **Optimize usability of outdoor spaces and buildings for older adults.**

Objective 1.1: Increase engagement of older adults, emphasizing racially diverse communities, in the planning and utilization of outdoor spaces and buildings in Orange County (OC).

Objective 1.2: Improve equitable access, availability, convenience, and use of outdoor spaces and buildings by everyone.

Goal 2 – Transportation: **Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County.**

Objective 2.1: Increase access to transportation information and travel training.

Objective 2.2: Expand availability and improve transportation options for older adults.

Objective 2.3: Improve collaboration among transportation and human service providers to overcome barriers to mobility.

Goal 3 – Housing: **Improve choice, quality, affordability, and stability of housing for older adults.**

Objective 3.1: Expand the development of a wide array of housing models that advance racial equity, livable design, and social connections for older adults.

Objective 3.2: Increase the number and types of affordable housing options, for rent or ownership, suitable for older adults.



Objective 3.3: Improve the preservation and quality of homes for older adults through repair and modifications.

Goal 4 – Social Participation: **Promote diverse and accessible opportunities for participation and engagement of older adults age 55+.**

Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming among older adults.

Goal 5 – Respect & Social Inclusion: **Uphold all older adults ages 55+ as valuable members and provide equitable resources for the community.**

Objective 5.1: Ensure a welcoming, inclusive, and livable community.

Goal 6 – Employment:

Connect older adults with resources that help them achieve their diverse employment and career transition goals.

Objective 6.1. Match Job Seekers 55+ with appropriate employment opportunities for all qualified Orange County residents including an emphasis on racially diverse communities.

Objective 6.2. Expand opportunities for older adults to gain job-seeking guidance and job skills to secure living-wage employment, including traditional, alternative, and entrepreneurial options.

Objective 6.3. Advocate for broad diversity, equity, and inclusion (DEI), especially regarding age and race, with local employers and business organizations.

Goal 7 – Community Support & Health Services: **Ensure the community has accessible and affordable resources to support individual health and well-being goals throughout the aging process.**

Objective 7.1: Develop supports and resources to promote mental/ behavioral health.

Objective 7.2: Expand enriching volunteer opportunities for older adults.

Objective 7.3: Coordinate local efforts to enhance affordable health care support.

Objective 7.4: Expand services to help older adults age in community.

Objective 7.5: Expand accessibility of available health and wellness resources.

Objective 7.6: Increase access to services to combat food insecurity.

Objective 7.7: Support planning for and fulfillment of individual goals in all stages at the end of life.



Goal 8 – Communication & Information:

Awareness of and access to available services and supports for older adults and their families will increase for everyone.

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

Cross-Cutting Issues Addressed by All Work Groups:

- Racial Equity and diversity of the older adult population
- Urban/Rural Differences
- On-going concerns related to a global pandemic, including social isolation
- Including older adults in solutions

Introduction

The Orange County Department on Aging (OCDOA) created its first five-year Master Aging Plan (MAP) in 2000. The current 2022-27 MAP is the fifth round of comprehensive planning for Orange County's growing older population. It is designed with a continued value on strong community member and stakeholder involvement in its development.

This plan is the first to include racial equity as a cross-cutting theme incorporating the other county initiatives, such as One Orange and the Government Alliance for Race and Equity. **This focus on racial equity** provides an intentionally and builds off of important discussions both locally and nationally to identify and explore how race impacts the aging experience. This also builds off of the larger effort to ensure that the MAP is **inclusive of all Orange County older adults regardless of race, ethnicity, income, location, language, sexual orientation, or health status.**

In an attempt to be even more comprehensive in its planning, the OCDOA is for the second time using the World Health Organization (WHO) and AARP's Age-Friendly Communities (AFC) framework for the structure of the 2022-27 MAP.

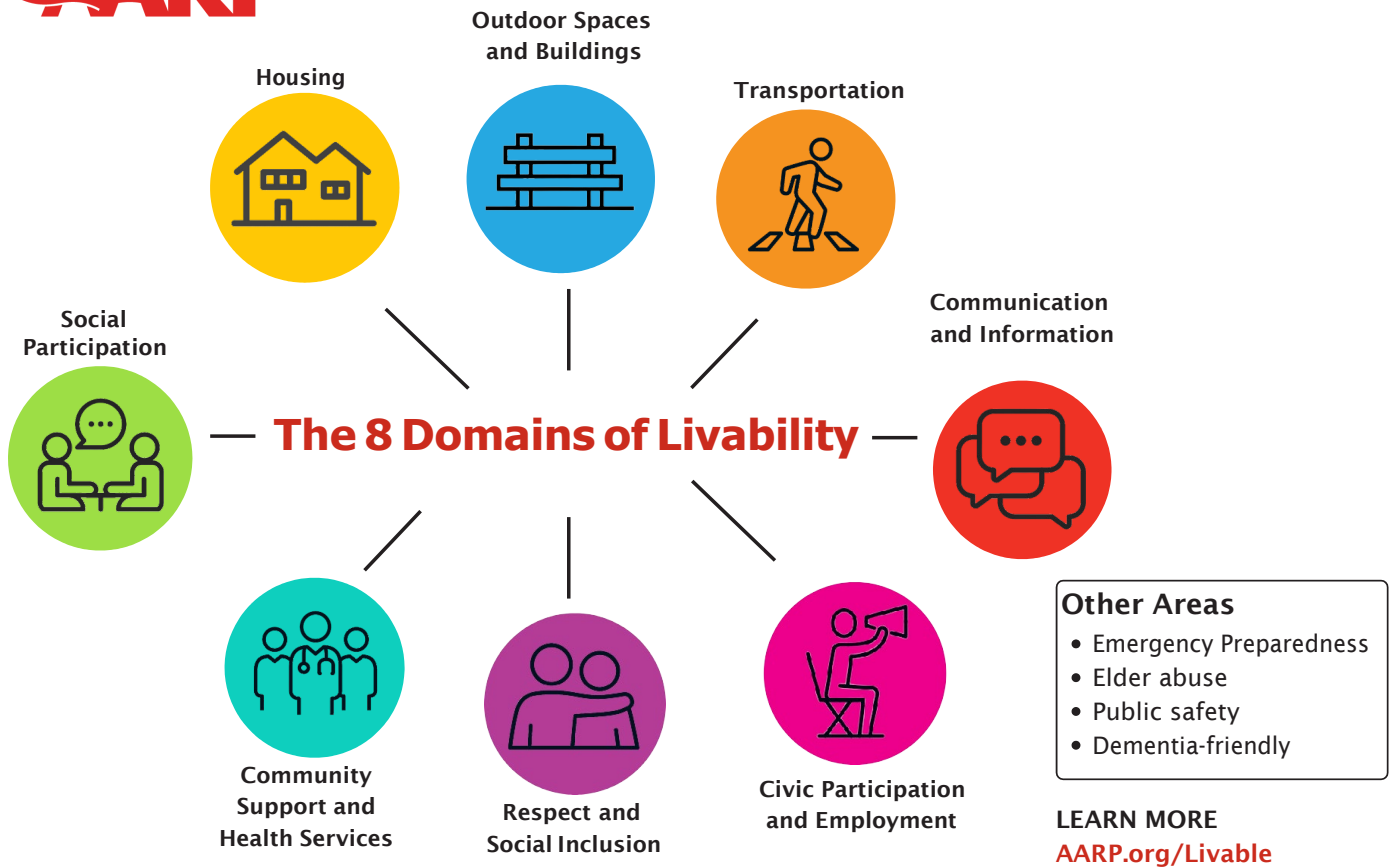
This framework guided the focus of the MAP design by organizing community subject matter and discussions into relevant domains and workgroups. The OCDOA recruited students through the UNC Partnerships in Aging, the UNC Gillings School of Public Health, School of Social Work, and School of Nursing to expand its capacity to elicit feedback from older adults, service providers, government departments, and other community stakeholders. These students collaborated with members of the MAP Leadership Team and the workgroups to support the year-long MAP development.



The 2022-27 MAP focuses mainly on older adults, who are defined in this MAP as individuals age 60 and above. It will largely be implemented by the OCDOA; however, true improvement in the lives of Orange County residents requires a broader perspective. We are all aging, meaning that the goals and objectives outlined in the MAP affect everyone, not just older adults. County and town departments, health care, and other community service providers will need to coordinate efforts for seamless integration of programs and services. The recognition that this plan affects all of us, and we need to work together to implement it, is essential to the success of the 2022-27 MAP.

The MAP begins with a description of the development process. An overview of current and projected demographic characteristics of older adults in Orange County follows to highlight the importance of the plan for preparing the county for an aging population. Finally, the goals, objectives, strategies, and indicators to guide this preparation are outlined in detail. These are the steps we hope to take to continue making Orange County a more age-friendly community based on WHO and AARP's domains of livability.

WHO/AARP Age-Friendly Community Framework



Orange County Department on Aging Mission Statement

To provide leadership in planning and operating a system of integrated aging services through state of the art senior centers, serving as focal points for coordinated community and individualized programs designed to educate older adults and their families and maximize the health, well-being, community engagement, and independence of older adults at all functional levels.

Development of the Plan

Plan Structure

In July of 2016, Orange County joined AARP's Network of Age-Friendly Communities (AFC). The county and town leaders recognized the importance of encouraging and promoting age-friendly policies and planning and agreed to actively work together toward making Orange County an ideal place to live for people of all ages by using the AARP Age-Friendly Communities (AFC) framework. This framework includes eight domains of livability that influence the quality of life for older adults. The 2022-27 MAP reflects this continued commitment by developing goals and objectives in each of the eight domains of an Age-Friendly Community: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.

Vision Statement

It is the vision of the 2022-27 MAP that Orange County and its municipalities meet the standards of an age-friendly community. Creating age-friendly community where structures and services are adapted to be accessible to and inclusive of older adults with varying needs and capacities. Orange County aims to become an age-friendly community in all 8 domains by developing and maintaining services that foster lifelong engagement in community affairs, opportunities for creativity and productivity, meaningful connections with others, and a sense of physical and emotional wellbeing. As a result, Orange County will be the ideal place to grow older and age well.

MAP Steering Committee and Leadership

The MAP Leadership Team, along with the Orange County Advisory Board on Aging, determined the group structure that would guide the development of the 2022-27 Master Aging Plan. Although the Orange County Board of County Commissioners is ultimately responsible for accepting the plan, several other bodies were involved in developing and overseeing the plan. The MAP Steering Committee is a high-level committee made up of key representatives from county and town leadership and governmental units, healthcare, faith-based organizations, non-profit community partners, and older adult advocacy groups. The MAP Steering Committee is responsible for providing resources, strategic vision and oversight to the development and implementation of the plan. Members are able to identify their agencies as responsible for carrying out specific strategies outlined in the plan. All of the responsible parties were directly involved in the MAP development process or are natural partners in these efforts. Older adult input came from participation in the workgroups, the community engagement events and the community survey. Additionally, the OCDOA welcomes other stakeholders not listed in the plan to assist in the implementation of the MAP.

Early in the discussions of developing this MAP the MAP Leadership Team embraced the commitment to racial equity and wanted this MAP to reflect that commitment. The MAP Leadership Team hosted the Government Alliance on Race and Equity (GARE) training for workgroup leaders, Orange County Advisory Board on Aging members, and student interns that would be supporting the MAP work. This 8 hour training provided the tools for these leaders to carry the One Orange initiative forward in the development of the goals, objectives, strategies and indicators for this MAP. The One Orange Racial Equity Framework

is designed to ensure that race no longer can be used to predict life outcomes in the Orange County community. In addition, the OCDOA Director appointed a MAP Racial Equity Team. This team received an additional DEI certification and were a resource in all workgroup meetings. The MAP Leadership Team met weekly from January –May 2022 to facilitate a collaborative process; discuss any cross cutting issues; and to support each other in the workgroup process and development of the MAP.

Community Needs Assessment

During the summer of 2021 Orange County Department on Aging, along with the UNC Partnerships in Aging Program, led the MAP Community Assessment Survey as part of the community engagement process to prepare for development of the 2022-2027 MAP. The survey was administered using both online and paper versions. A small grant from UNC Center for Public Service allowed for the survey to be translated into Spanish and Mandarin. Additionally, the Refugee Support Center donated over 20 hours of interpreting time to help community members with different language needs complete the survey. The survey was widely publicized through a variety of channels including radio, social media, print publications, email listservs, and in-person events across the county with specific efforts to reach out to diverse communities. A total of 1040 people responded: 940 of whom were Orange County residents.

The focus of the survey was to hear community members' priorities. For most of the MAP domains, the survey included a list of 7-10 topics and asked respondents to pick the three that needed the most improvement in their community. For the Communications domain, we asked several more targeted questions about communication preferences.

In line with this MAP being developed with a racial equity lens, we disaggregated all data by White, Black, and Asian respondents (the number of people in the other groups was too small). We also specifically asked about the frequency of discrimination. Compared to White and Asian respondents, Black respondents tended to have lower scores, which means they reported experiencing discrimination more often (average scores 8.3, 8.3 vs 7.7 respectively). (Refer to Appendix 1 and 2)

Outdoor and Public Spaces - Top Three Priorities

1. Safe places to walk, such as sidewalks
2. Public spaces (including bathrooms) that are clean and accessible to people of different physical abilities
3. Adequate benches and outdoor seating

Racial differences:

- Black respondents ranked "Well-lit streets" among top 3 (but this was last among White respondents)

Transportation - Top Three Priorities

1. Public transportation outside of Chapel Hill/Carrboro
2. Convenient public transportation stops
3. Plentiful parking

Racial differences:

- Black respondents ranked "Support with transportation for other regular needs, such as errands or the grocery store" in top 3 (but "Plentiful parking" was near the bottom)
- Asian respondents ranked "Support with transportation to medical appointments" in top 3 (but "Plentiful parking" at the bottom)

Housing - Top Three Priorities

1. Support to age in your community (instead of moving into a facility)
2. Affordable housing options
3. Housing repair and maintenance programs and services Adequate benches and outdoor seating

Racial differences:

- Asian respondents ranked “Housing near services or transportation options” in top 3
- White respondents ranked “Physical housing designs that support aging in place” in top 3

Social Participation, Respect, and Inclusion – Top Three Priorities

1. Services for those experiencing social isolation and loneliness
2. Opportunities for social connections among older adults
3. Inter-generational events and programs (involve both younger and older people)

Racial differences:

- Black respondents ranked “Accessibility of events and programs for people living with disabilities” in the top 3 (but was near the bottom among White respondents)
- Asian respondents ranked “Cultural activities that celebrate our diversity” and “Social clubs (book clubs, gardening, crafts, etc.)” in top 3

Employment - Top Three Priorities

1. Fair compensation for employment
2. Jobs that adapt to meet the needs of older people
3. Training opportunities to learn new job skills

Differences:

- Asian respondents ranked “Volunteer experiences that fit my preferences and talents” in top 3

- Asian respondents ranked “Help searching for and applying to jobs” in top 4 (this was ranked last among Black and White respondents)

Community Support and Health Services – Top Three Priorities

1. Affordable health care
2. Quality and affordable in-home, respite, and adult day care services
3. Mental health services

Racial differences:

- Both Black and Asian respondents ranked “Affordable, healthy food” among top 3 (ranked 4th by White residents)

Communications – Top Five Preferred ways to get Community Information

1. Other internet sources (websites)
2. Local TV stations
3. Social media
4. Word of mouth (family, friends, neighbors)
5. Daily/weekly newspaper

Racial differences:

- Black respondents selected “Community newspaper” and “Faith based organizations (churches, synagogues, mosques)” among the top five
- Asian respondents also selected “Faith based organizations (churches, synagogues, mosques)” among the top five

Community Engagement Events

In October 2021 OCDOA hosted 9 community engagement events to share the survey results and to offer a time for any further comments on aging concerns in our community. 8 of these events were held in person at the below locations and one was offered virtually to accommodate those persons that were not comfortable with an

in-person event due to the pandemic. The MAP workgroup leaders were present at the community engagement events and hosted posters about the survey results from their respective domains, as well as a poster highlighting their domain accomplishments from 2017-present. The community engagement events also provided an opportunity to recruit workgroup members. The events had a total of 53 participants at the following locations:

- Robert and Pearl Seymour Center (2 events)
- Jerry M. Passmore Center (2 events)
- Hargraves Community Center
- Efland-Cheeks Community Center
- Cedar Grove Community Center
- Rogers Road Community Center
- Virtual Event

Key Informant Interviews

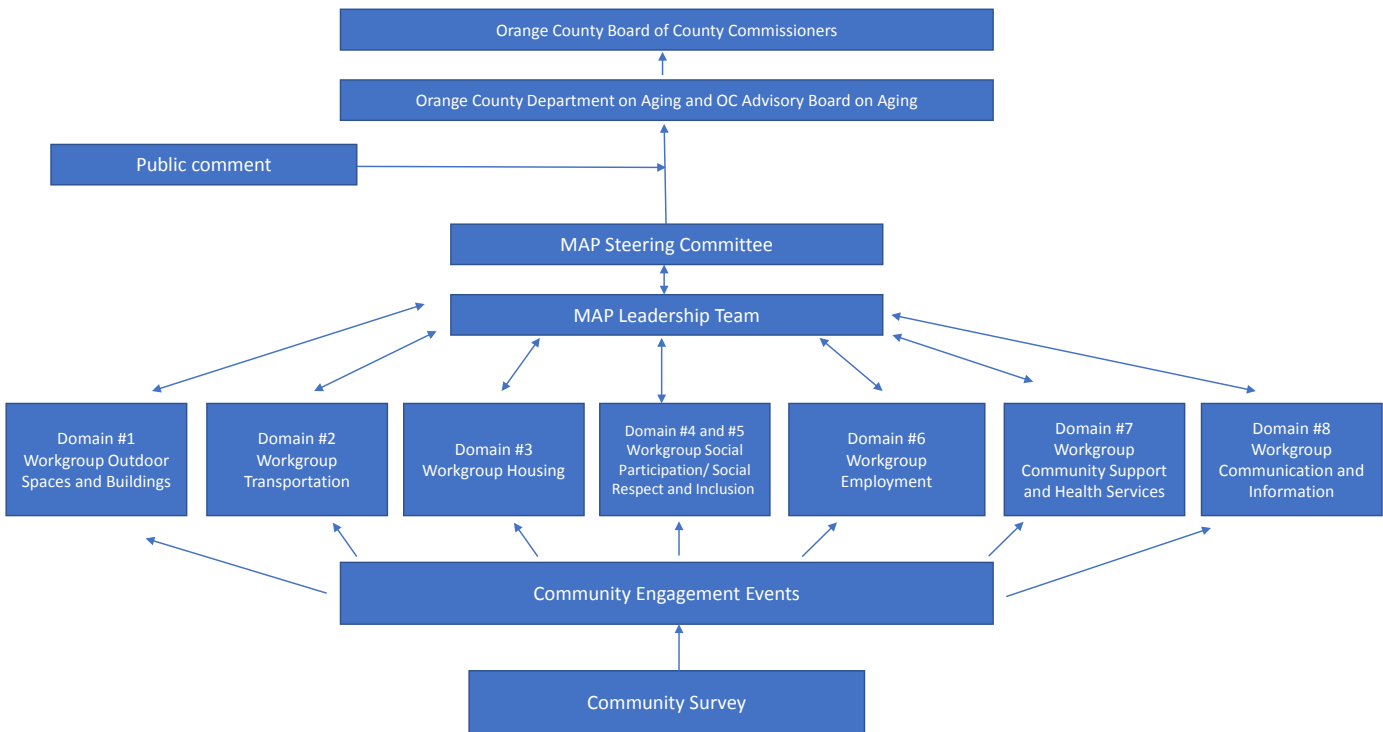
Throughout the fall 2021 and spring 2022, Janice Tyler, Director of the OCDOA conducted 15 key informant interviews with stakeholders across Orange County. These key informant interviews were conducted with stakeholders in county and town government, healthcare, faith-based organizations, and community service providers. The purpose of the key informant interviews was to provide an overview of the work and programming of the OCDOA; identify areas of concern for our aging population and generate ideas for improvements with community partners. In addition to gathering useful information about Orange County's preparedness for an aging population, the key informant interviews were intended to generate buy-in, foster collaboration, understand how the work of the OCDOA intersects with that of other stakeholders, and formulate a comprehensive vision for aging in Orange County over the next five years.



MAP Participant Structure

The structure of this MAP built off of the success of the past four MAPs. For the 2017-22 MAP six workgroups were created representing the age-friendly domains. Those groups were Transportation, Outdoor Space and Buildings, Housing, Social Participations and Inclusion, Civic Participation and Employment, and Community Supports and Health Services. Those workgroups continued to meet quarterly for the past five years to implement the 2017-22 MAP goals, objectives, strategies and indicators. With these workgroups and the addition of a workgroup for Information and Communication this MAP brought together seven workgroups that held a total of 33 meetings between January-March 2022. Six of the workgroups were led by OCDOA staff and one group was led by the UNC Partnerships in Aging. The workgroups were supported administratively with UNC graduate and undergraduate students. The workgroups each had a MAP Racial Equity Team member assigned to attend their meetings. Each workgroup also had an Orange County Advisory Board on Aging member.

MAP Participant Structure



The workgroups ranged in size from 9-42 members. Workgroup members included older adults, county and town staff, non-profit organizations, and healthcare providers.

The workgroups were given workgroup process meeting guidelines and each workgroup met five times, except for the Housing Workgroup that met 3 times. Through the group process the workgroup members took a look at where we have been in our county with aging services; had a training on racial equity, as a lens for the MAP development; reviewed survey data; focused on developing solutions; and finally prioritized their work into what was feasible for a five year plan. The workgroups were tasked with taking the top issues from the community survey data with particular emphasis on racial equity and develop goals, objectives, strategies, and indicators. Workgroups were responsible for researching topic areas, if needed; identifying problems within the topic area in Orange County; and formulating goals, objectives, strategies and indicators to address the issue.

It should be noted the workgroup meetings were offered in a hybrid model with some group members attending in-person meetings while others were virtual. Although this type of environment made it difficult at times to have quality group dialogue, the general consensus from workgroup members was the process worked and this MAP addresses the changing needs of our older adult community and highlights many areas that the pandemic have shown a light on.

One of the key successes of the 2017-22 MAP was the workgroups remaining intact throughout the implementation process. This structure will continue with this MAP. The workgroups will continue to meet on a quarterly basis to facilitate collaboration and to help sustain momentum to ensure the MAP goals are met. The MAP Reporting matrix is updated quarterly by the workgroups with the assistance of the UNC Partnerships in Aging PhD intern. This information is shared on the OCDOA website, as well as with the Orange County Advisory Board Aging.

Cross-Cutting Issues Addressed by All Work Groups

In addition to domain-specific issues, each work group was instructed to address four crosscutting issues in its discussion and recommendations. These crosscutting issues included:

1. Racial Equity and diversity of the older adult population
2. Urban/Rural Differences
3. On-going concerns related to a global pandemic, including social isolation
4. Including older adults in solutions

In the previous MAP communication and information was also a cross cutting issue, but for this MAP a separate workgroup was created and dedicated to this domain. In addition to working on their own goals, objectives, strategies, and indicators they received content from all of the workgroups. Work groups remained conscious throughout the process of the critical importance of ensuring that older adults are able to easily access the information needed in order to utilize resources developed by partners of the MAP.

Furthermore, each work group addressed matters of diversity and recognized economic barriers to the goals they set forth. It was important to consider the possible barriers that older adults experience related to race, ethnic group, and economic status.

Also, many older adults experience a wide range of health conditions that can make participation in community life more difficult. Similar to economic and diversity considerations, geographic equity was an issue for all work groups to consider. Work group members were asked to be cognizant of the varied and geographically separated nature of our county population as it relates to the MAP's vision for all residents to be considered in and to benefit from the MAP.



Finally, all work groups were asked to utilize the wisdom, energy, and political power inherent in the older adult population within Orange County. Implementation strategies should capitalize on these strengths. There is a continual need for the voices of older adults and their leadership in order to accomplish the strategies and objectives set forth by the 2022-27 MAP.

Public Comment

After completing the workgroup meetings the workgroup leaders compiled each work group's goals, objectives and strategies under the eight Age-Friendly Community Domains. The draft of the Goals, Objectives, Strategies and Indicators were shared with the Orange County Advisory Board on Aging and the MAP Steering Committee, the two bodies charged with oversight of the progress of MAP. The MAP Steering Committee met in-person to review the document. This review process generated a draft of the final MAP, which was placed on the OCDOA website and a link was distributed via the OCDOA e-newsletter and by paper copies at the senior centers for the general public to comment.

Demographics

Older Adults in the US and NC

With the most recent data from 2019 the U.S. population age 65 and older is 54.1 million, representing 16% of the population or more than one in every seven Americans. The number of older Americans has increased by 14.4 million (or 36%) since 2009, compared to an increase of 3% for the under-65 population. By 2030, the number is expected to become 1 in 5 and for the first time in history older adults will outnumber children. The older adult population is going to continue to grow as more than 41% of the “baby boomer” generation is now age 65 and older. By 2060 the number of adults in the US age 65+ is expected to double reaching an estimated 98 million.¹

This national growth of the older adult population is true also for North Carolina.

North Carolinians 60+ accounted for 23% of the population in 2020, but are expected to make up 27% of the population by the year 2040. (Footnote NC Aging and Adult Services 2022 Aging Profile) North Carolina ranks 8th nationally in the number of people age 65+. In the next two decades, the 65 and older population will increase from 1.7 to 2.7 million, a projected growth of 52%. The projected growth among the age groups 65-74 (25%), 75-84% and 85+ (116%) indicates that as the baby boomers continue to age, there will be an increased proportion of older adults in the state creating challenges for long-term services and supports.² Knowing this, our communities must answer the need to serve a growing older adult population with relevant services.

North Carolina should expect stark increases in demands for services targeted toward our aging population as well as changes in the types of services that are demanded. Additionally, North Carolina’s entire population can expect to benefit from the contributions of an aging workforce, so long as space is created for those contributions to be made.

Growth and Longevity

Orange County can expect its older adult population to mirror similar growth patterns to those of the state and country in coming years. In 2020, 21% of the population was 60+ and by 2040 it will be 26%. This represents a 47.8% change in just 20 years; whereas, children aged 0-17 years are 17% of the population in 2020 and in 2040 will decline to 15% of the population which represents a 4.5% change.³

From 2010-2018 Orange County grew by 12,325 residents, while its 65+ age group grew by 7,575 residents (primarily from aging as well as some immigration). This means 61.5% of Orange County’s growth was from the population 65+. Among peer counties, Orange County is second only to Chatham County in the share of county growth driven by its 65+ age group (64.5%). The share of growth in this age group is substantially higher than the state (53.7%).⁴

Life expectancy at birth for Orange County residents was 82.1 years in 2018, up from 80.8 years in 2015.³ Life expectancy at birth is higher for women than men, and for Whites when compared to African Americans in Orange County.³

With the continued rise in the 60+ population it reflects the crucial importance of considering Orange County’s older adult community when allocating county and town resources in order to support them, as well as their care partners and families.

Demographic Patterns

Orange County’s older adult population of 65+ is 83% white, 11% African American, 3.3% Asian, and 2.2% Hispanic or Latino.² Since 1990 all racial/ethnic groups, specifically Hispanic and Asian groups have grown faster than others and this can be seen by persons being served by the Orange County Department on Aging. In general

the share of Orange County’s population that is white or black has decreased from 1990 to 2018: -11 percentage points and -5 percentage points, respectively. Meanwhile, the share of Hispanic and Asian residents has increased: +8 and +5 percentage points, respectively.⁴

Other key demographics include 13.3% of our older adults are veterans. 26.7% of our older adults are living with a disability. While older adults in Orange County are proportionately less educated than the general county population, education levels for adults in Orange County are consistently higher than averages at the state level. Older adults face less poverty in Orange County compared to the state averages, but we still have

5.2% older adults living below 100% poverty level and 13.3% living in the 100%-199% poverty level. And lastly 25% of our older adults are living alone, which is slightly less than the state average.³

Characteristics and Distribution

The following tables provide some basic demographic characteristics of Orange County’s total population as compared to its older adult population. The following data come from the 2020 American Community Survey 5-year Estimates for Orange County⁵ and the North Carolina Division of Aging and Adult Services 2020 County Aging Profile.³

Table 1.1 Orange County Age Projections

AGES	2020		2040		% CHANGE (2020-2040)
	#	%	#	%	
Total	149,013		178,629		19.9%
0-17	25,762	17%	26,932	15%	4.5%
18-44	63,710	43%	71,838	40%	12.8%
45-59	27,827	19%	32,981	19%	18.5%
60+	31,714	21%	46,878	26%	47.8%
65+	22,639	15%	38,006	21%	67.9%
85+	1,968	1%	7,167	4%	264.2%

¹Administration for Community Living: 2020 Profile of Older Americans. May 2021
https://acl.gov/sites/default/files/Profile%20of%20OA/2020ProfileOlderAmericans_RevisedFinal.pdf

²North Carolina Aging and Adult Services, 2020 Aging Profile, March 28, 2022
<https://www.ncdhhs.gov/media/14887/open>

³North Carolina Aging and Adult Services, Orange County Aging Profile, March 28, 2022
<https://www.ncdhhs.gov/media/14888/open>

⁴Jess Stanford: Orange County, NC: How the population has changed. Carolina Demography
<https://www.ncdemography.org/2021/02/05/orange-county-nc-how-the-population-has-changed/>

⁵U.S. Census Bureau. Population 60 years and over in the United States, 2020 American Community Survey 5-year Estimates for Orange County, NC
<https://data.census.gov/cedsci/table?q=orange%20County%20NC&tid=ACSS5Y2020.S0102>

Table 1.2 Characteristics of Orange County Residents: Total Population vs. Age 60+

	Orange County Total Population	Orange County adults 60 years and over
Total population	146,354	29,247
SEX AND AGE		
Male	47.60%	44.30%
Female	52.40%	55.70%
Median age (years)	35.1	68.6
RACE AND HISPANIC OR LATINO ORIGIN		
One race	96.40%	99.20%
White	75.20%	81.90%
Black or African American	11.20%	11.70%
American Indian and Alaska Native	0.50%	0.50%
Asian	7.90%	4.10%
Native Hawaiian and Other Pacific Islander	0.00%	0.00%
Some other race	1.60%	1.00%
Two or more races	3.60%	0.80%
Hispanic or Latino origin (of any race)	8.50%	2.90%
White alone, not Hispanic or Latino	69.40%	80.30%
RELATIONSHIP		
Population in households	134,261	28,909
Householder or spouse	59.50%	91.00%
Parent	1.10%	3.60%
Other relatives	30.10%	2.20%
Nonrelatives	9.30%	3.20%
Unmarried partner	2.20%	1.70%
HOUSEHOLDS BY TYPE		
Households	53,222	17,867
Family households	61.80%	58.30%
Married-couple family	50.10%	49.50%
Female householder, no spouse present, family	8.30%	7.00%
Nonfamily households	38.20%	41.70%
Householder living alone	27.80%	37.70%

	Orange County Total Population	Orange County adults 60 years and over
MARITAL STATUS		
Population 15 years and over	123,211	29,247
Now married, except separated	46.10%	62.00%
Widowed	3.60%	14.10%
Divorced	8.10%	16.10%
Separated	1.70%	1.60%
Never married	40.60%	6.20%
EDUCATIONAL ATTAINMENT		
Population 25 years and over	91,282	29,247
Less than high school graduate	7.00%	8.50%
High school graduate, GED, or alternative	12.50%	15.60%
Some college or associate's degree	19.60%	19.60%
Bachelor's degree or higher	60.80%	56.30%
RESPONSIBILITY FOR GRANDCHILDREN UNDER 18 YEARS		
Population 30 years and over	81,316	29,247
Living with grandchild(ren)	2.00%	2.50%
Responsible for grandchild(ren)	0.60%	0.50%
VETERAN STATUS		
Civilian population 18 years and over	117,821	29,247
Civilian veteran	4.70%	11.20%
DISABILITY STATUS		
Civilian noninstitutionalized population	145,713	29,016
With any disability	8.40%	22.90%
No disability	91.60%	77.10%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH		
Population 5 years and over	139,833	29,247
English only	84.00%	91.40%
Language other than English	16.00%	8.60%
Speak English less than "very well"	4.80%	3.80%

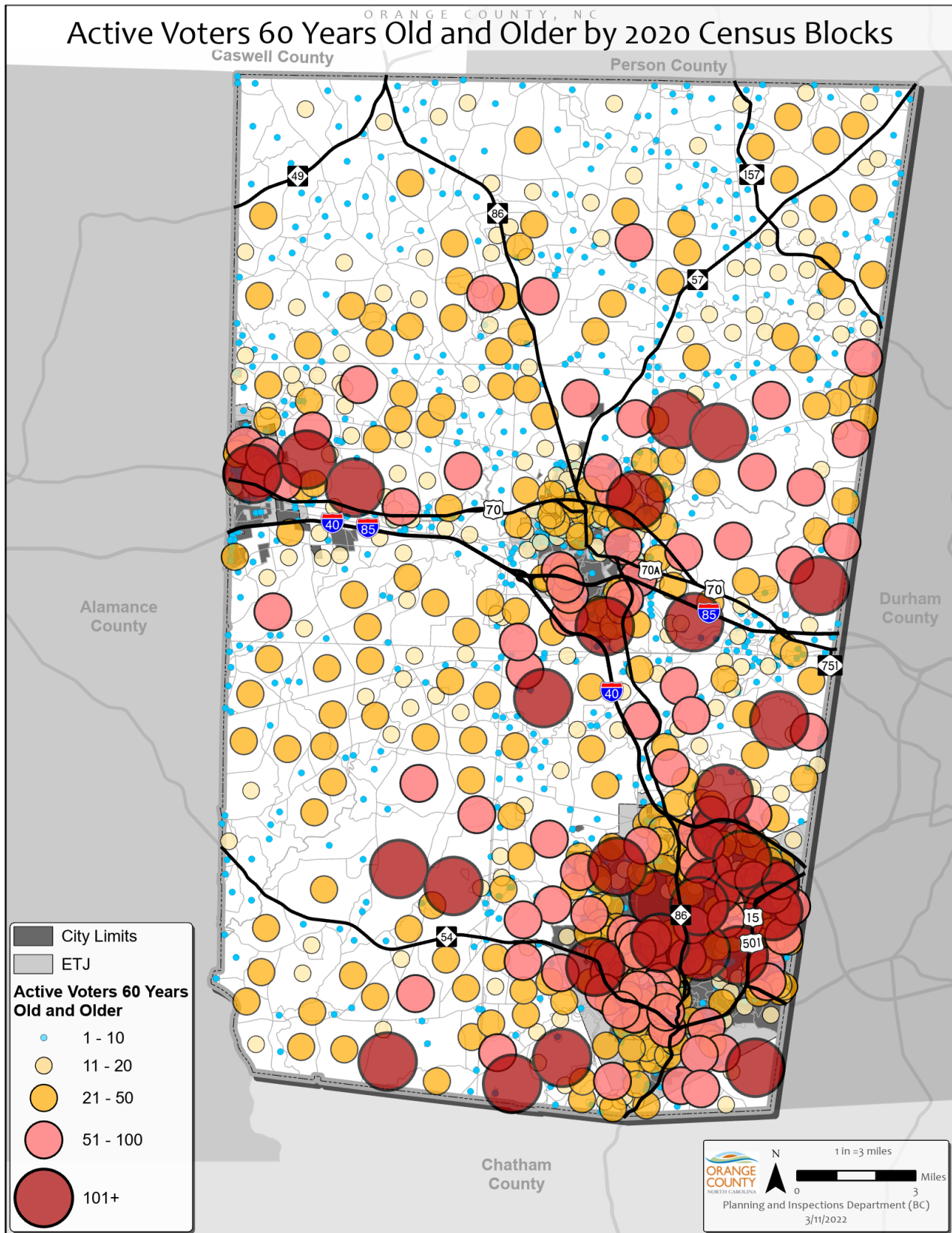
	Orange County Total Population	Orange County adults 60 years and over
EMPLOYMENT STATUS		
Population 16 years and over	121,514	29,247
In labor force	62.30%	33.50%
Civilian labor force	62.30%	33.50%
Employed	59.80%	32.60%
Unemployed	2.50%	0.90%
Percent of civilian labor force	4.00%	2.70%
Armed forces	0.00%	0.00%
Not in labor force	37.70%	66.50%
POVERTY STATUS IN THE PAST 12 MONTHS		
Population for whom poverty status is determined	134,474	29,016
Below 100 percent of the poverty level	12.40%	5.70%
100 to 149 percent of the poverty level	6.20%	6.50%
At or above 150 percent of the poverty level	81.40%	87.80%
Occupied housing units	53,222	17,867
HOUSING TENURE		
Owner-occupied housing units	63.80%	80.70%
Renter-occupied housing units	36.20%	19.30%
Average household size of owner-occupied unit	2.66	2
Average household size of renter-occupied unit	2.28	1.58
Owner-occupied housing units	33,950	14,411

	Orange County Total Population	Orange County adults 60 years and over
SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS		
Less than 30 percent	81.30%	80.70%
30 percent or more	18.70%	19.30%
OWNER CHARACTERISTICS		
Median value (dollars)	331,800	330,400
Median selected monthly owner costs with a mortgage (dollars)	1,902	1,747
Median selected monthly owner costs without a mortgage (dollars)	618	614
Renter-occupied housing units	19,272	3,456
GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS		
Less than 30 percent	52.30%	55.60%
30 percent or more	47.70%	44.40%
GROSS RENT		
Median gross rent (dollars)	1,136	968

*The data is from United States Census Bureau American Community Survey S0102 POPULATION 60 YEARS AND OVER IN THE UNITED STATES 2020: ACS 5-Year Estimates Subject Tables

<https://data.census.gov/cedsci/table?q=orange%20County%20NC&tid=ACSST5Y2020.S0102>

This map shows the distribution of older adults age 60+ throughout Orange County, based on 2020 voter data in 2020 US Census blocks. The larger the red dot, the more older adults age 60+ live in that area.



Department Aging\Voting Population 60 and Older(Voting Population 60 and Older.aprx)\Active Voters 60 Years Old and Older by 2020 Census Blocks

Health

Knowing that adults are living longer, Orange County must take preventive measures to support residents' health over time. Recognizing leading causes of death will be critical to this task.

The top 5 leading causes of death for older adults age 65+ in Orange County are:

1. Cancer
2. Diseases of the heart
3. COVID-19
4. Cerebrovascular Diseases
5. Alzheimer's Disease

This list displays a ranking change since the last MAP. Deaths related to COVID-19 were third both in Orange County and in NC. These county rankings are similar to that of the state, but the leading cause of death for older adults in all of North Carolina is heart disease rather than cancer.

These issues should all be considered high priority in the discussion of how to best serve our community's older adult population. When considering diseases like Alzheimer's disease, it is also important to consider the needs of caregivers. Through serving their needs, we also serve the needs of the aging community.



Summary

The description of Orange County's older adult population provided here offers context to understand our proposed goals, objectives, and strategies. Additionally, these data influenced the work groups and guided discussions in a variety of ways, both directly and indirectly. As the OCDOA works over the next five years to implement the following recommendations, we will continue to consider the intersecting identities of the older adults that we serve.

Evaluation of 2017-22 MAP

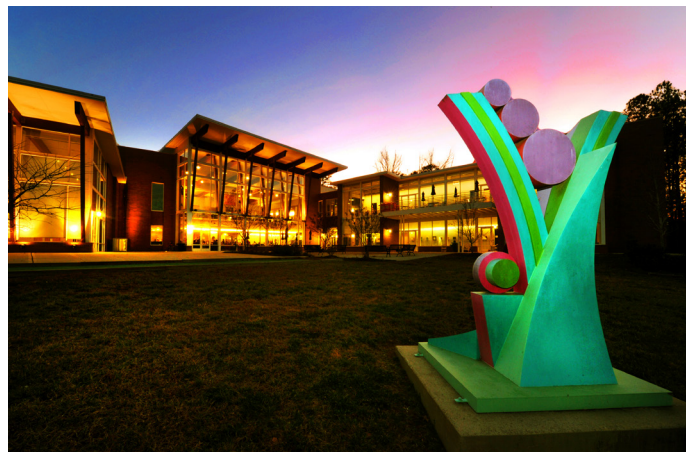
With the development of four Master Aging Plans and many years of community aging planning there was recognition and desire by the MAP Leadership Team and the Orange County Advisory Board on Aging to complete a formal evaluation of the 2017-22 MAP. With expertise in aging, as well as in program evaluation, the OCDOA engaged the UNC Partnerships in Aging Program to lead the evaluation of the 2017-2022 MAP. The goal of the three-part evaluation was to determine what worked well and what could be improved, with an aim to develop recommendations for the next five-year MAP.

First, the Evaluation Team examined the quarterly tracking matrix documents to determine progress on the MAP indicators. At the end of year 4, workgroups representing all 8 domains had met 72% of indicators and made notable progress on another 19%. No progress was made on 4% of the indicators, and the remaining 5% were deemed not feasible or no longer relevant.

Second, the Evaluation Team conducted interviews with the workgroup leaders to better understand the implementation processes. Workgroup leaders found great pride in the work and their accomplishments, especially around community collaboration. However, sustaining engagement with workgroup members and managing the scope of the work was challenging.

Third, the Evaluation Team conducted Ripple Effects Mapping to illustrate, and learn from, the positive ways MAP impacts the community. Stakeholder stories demonstrated positive ripple effects in eleven categories, including housing affordability, home repair efficiencies, food assistance, employment opportunities, transportation access, communication effectiveness, and expanded social participation.

Stakeholder investments of time and resources resulted in enhanced livability and equity of



service provision across rural and urban areas of the county. The MAP facilitated individual and organizational learning, collaboration, accountability, and adaptability.

Finally, using these findings, the Evaluation Team developed a list of key takeaways and recommendations for the next 5-year MAP. First, continue building on the many strengths that made this MAP a success. Second, refine and simplify the MAP and matrix. Third, enhance workgroup structure and process across domains. Forth, prioritize strategic action on racial equity.

A complete summary of results will be published in an Evaluation Report at the end of year 5 (June 30, 2022) and will be posted to the OCDOA website.

Domain Goals, Objectives, Strategies, And Indicators

DOMAIN 1:

Outdoor Spaces and Buildings

The accessibility of outdoor spaces and public buildings affects mobility, independence, and quality of life for people of all ages, especially older adults. An age-friendly community should have:

- Public gathering spaces that are pleasant, clean, and safe, with low noise levels and appropriate lighting;
- Usable green spaces and walkways, adequate outdoor seating for people who may need to sit and rest, and public restrooms;
- Sidewalks and roads that are well-maintained and safe for pedestrians, drivers, and cyclists;



- Traffic rules and regulations that consider pedestrians;
- Some public spaces close to services; and
- Accessible buildings.

Goal 1: Optimize the usability of outdoor spaces and buildings for older adults.

OBJECTIVE 1.1	Increase engagement of older adults, emphasizing racially diverse communities, in the planning and utilization of outdoor spaces and buildings in Orange County (OC).
STRATEGY 1.1.1	Encourage advocacy efforts by including older adults relative to the planning and use of public outdoor spaces and buildings.

INDICATORS		RESPONSIBLE AGENCIES
1.1.1a	At least one dedicated space for an older adult age 55+ (or representative of older adults) is on every county and town Advisory Board that has input on outdoor spaces and buildings.	OCDOA, OC Department of Environment, Agriculture, Parks, and Recreation (DEAPR), Board of County Commissioners (BOCC), Town of Chapel Hill (CH), Town of Carrboro (CARR), Town of Hillsborough (HILLS), Town of Mebane
1.1.1b	Other non-municipal and non-profit trail owners/groups are invited to join the MAP Outdoor Spaces workgroup.	OCDOA
1.1.1c	Older adults are educated on how to access information about participating in local government planning and are encouraged to contribute to meetings/hearings about outdoor spaces and buildings.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane, OC Library
1.1.1d	Interactive strategies are developed to solicit input from older adults, with emphasis on racially diverse community members, regarding parks, outdoor spaces, and community development needs.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane,

Goal 1: Optimize the usability of outdoor spaces and buildings for older adults, continued

OBJECTIVE 1.2	Improve equitable access, availability, convenience, and use of outdoor spaces and buildings by everyone.
----------------------	---

STRATEGY 1.2.1	Increase accessibility, diversity, and safety to encourage inclusiveness in public outdoor spaces and buildings by older adults of all abilities.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
1.2.1a	Older adults' use of outdoor spaces is encouraged through multi-cultural special events and educational programs organized by and/or for older adults.	OCDOA, OC DEAPR, CH Parks & Recreation, CARR Parks & Recreation, nonprofit associations (e.g., Eno River Association, Triangle Land Conservancy)
1.2.1b	A different park is highlighted quarterly, on the OCDOA website and in the Endless Possibilities Activity Guide, with the encouragement of participation by everyone.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS
1.2.1c	Community members are assisted by Senior Center staff in using interactive parks, greenways, and trails locator maps using short video tutorials.	OCDOA
1.2.1d	Trail intersections in need of signs/trail markers are identified by older adults and community members, and identified locations are shared with Responsible Agencies and other non-municipal and non-profit trail owners.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane
1.2.1e	Community members are educated on how to advocate and fund additional equipment (e.g., benches, bathrooms) in public spaces.	OCDOA, OC DEAPR, Town of CH, Town of CARR, Town of HILLS, Town of Mebane
1.2.1f	The inclusion of universal design principles is promoted as standards in the development review processes of each jurisdiction.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane

STRATEGY 1.2.2	Increase the availability of small-scale outdoor areas that promote wellness and community engagement with an emphasis on racially diverse communities and gathering spaces at the OC Senior Centers.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
1.2.2a	Outdoor areas (e.g., activity stations, stationary games, adult playgrounds) are added to the Senior Centers.	OCDOA, Town of CH, Town of HILLS
1.2.2b	Outdoor areas at the Senior Centers are made more comfortable for increased usability in different seasons (e.g., add outdoor heaters, shaded spaces, fans, misting fans).	OCDOA
1.2.2c	At least one bus stop in each town is converted into a wellness stop.	OCDOA, Town of CH, Town of CARR, Town of HILLS
1.2.2d	Volunteer opportunities are inclusive and inviting to all adults age 55+ who enjoy working in community gardens (e.g., vegetable gardens, flower gardens, pollinator gardens).	OCDOA, Town of HILLS
1.2.2e	Existing outdoor spaces within OC are identified and promoted that can be used as quiet meditation spaces for caregivers.	OCDOA, Town of CH, Town of CARR, Town of HILLS, Town of Mebane

** There were responses from the survey with significantly high numbers of responses regarding items that needed improvements but were not included in the next MAP plan. These items for Outdoor Spaces and Buildings were: 1) Safe places to walk, such as sidewalks and 2) well-lit streets. While these items are important to the community and after careful review by the MAP Outdoor Spaces and Buildings Domain planning workgroup, it was determined that the requirements to make such improvements are beyond the scope of work of the MAP Outdoor Spaces and Buildings workgroup. **

DOMAIN 2: Transportation

Transportation is important in communities because it links all residents to services, programming, employment, and engagement opportunities. Communities should have transportation options that allow individuals to get from place to place easily and affordably. An age-friendly community will have:

- Affordable rates for public and private transportation options;
- Frequent and reliable service;
- Service to high priority destinations (e.g., hospitals, parks, shopping);
- Accessible vehicles;
- Specialized services for people with disabilities;
- Priority seating for older adults;
- Courteous transit workers and competent drivers;
- Safe and comfortable vehicles;
- Convenient stops and stations;
- Easy to understand information about public transportation;
- Volunteer drivers;
- Well-maintained roads and regulated traffic; and
- Plentiful parking.



Goal 2: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County.

OBJECTIVE 2.1	Increase access to transportation information and travel training.
----------------------	--

STRATEGY 2.1.1	Educate older adults on how to access transit information.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
2.1.1a	Orange County Transportation Guide for Older Adults is updated every 2 years.	OCDOA, with support from Orange County Public Transit (OCPT), Chapel Hill Transit (CHT), GoTriangle
2.1.1b	Easy to read user guides are published and regularly updated and made available in formats that are accessible to community members with low vision, low literacy, and Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.	OCDOA, with support from OCPT, CHT, GoTriangle
2.1.1c	Distribution locations that are accessible to racially diverse communities are identified and regularly replenished with printed schedules and other transportation information.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library
2.1.1d	Regularly scheduled classes on subjects such as Bus Riding 101, bus safety, Uber/Lyft, mobile ticketing, and transit apps are held at Senior Centers, libraries and community centers, apartment complexes with a large number of older adults, faith-based communities, etc. with supportive services (e.g., an interpreter) to ensure access and participation for people from diverse backgrounds and with differing abilities.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library
2.1.1e	The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCDOA

Goal 2: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County, continued

STRATEGY 2.1.2	Improve door-to-door and fixed-route services to increase the comfort and confidence of older adult riders.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
2.1.2a	Guided bus trips to popular destinations that are accessible by public transit are offered regularly by Senior Center.	CPT, CHT, OCDOA
2.1.2b	Strategies for matching confident transit users with potential riders and less experienced users are identified and promoted.	OCPT, CHT, OCDOA
2.1.2c	Universal symbols are used on all public buses, signs, and literature in Orange County to address language barriers and low literacy.	OCPT, CHT, GoTriangle, OCDOA
2.1.2d	Riders of door-to-door services are given real-time information about bus arrival times and new technology for the call back response system is employed.	OCPT, CHT, GoTriangle, OCDOA
2.1.2e	The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCPT, CHT, GoTriangle, OCDOA

OBJECTIVE 2.2	Expand availability and improve transportation options for older adults.
----------------------	--

STRATEGY 2.2.1	Pursue funding and planning solutions to increase transit service hours, frequency, and equitable access to more destinations.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
2.2.1a	Fare-free transportation to Senior Centers is made available to older adults throughout the county.	OCDOA, OCPT, CHT, GoTriangle
2.2.1b	An analysis of fare policies is completed to understand the goals of fare collection.	OCDOA, OCPT, CHT, GoTriangle
2.2.1c	Surveys, public meetings, and other opportunities for public comment on transportation projects are promoted to the senior community to increase resident engagement.	OCDOA, OCPT, CHT, GoTriangle
2.2.1d	Results of transportation provider needs assessments, service changes, and major updates to services are published regularly in Senior Center publications.	OCDOA, OCPT, CHT, GoTriangle
2.2.1e	Overall service hours and destinations are increased by transportation providers.	OCDOA, OCPT, CHT, GoTriangle

STRATEGY 2.2.2	Raise awareness of issues related to aging and transportation throughout Orange County.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
2.2.2a	Driver education seminars are offered regularly to encourage conversations, decrease stigma, and raise awareness of resources that are in place to help older adults safely transition from driving alone to alternative modes of transportation.	OCDOA, CHT, OCPT, GoTriangle, OC Public Library, CH Public Library
2.2.2b	Strategies for improving access to areas with limited parking are identified and promoted to older adults and community leaders (e.g., reduced parking rates for seniors, event-specific parking guides, designated parking spaces for seniors, promotion of public transportation options, increased curb access, the number of accessible parking spaces).	OCDOA, CHT, OCPT, GoTriangle, Chapel Hill Downtown Partnership
2.2.2c	At least one summary of available services, known deficiencies, and developing programs are shared with key stakeholders, including government leaders and organizations that serve and represent communities of color.	OCDOA, CHT, OCPT, GoTriangle
2.2.2d	Increase membership of the transportation workgroup, making sure that users from racially and economically diverse backgrounds are represented.	OCDOA, CHT, OCPT, GoTriangle

STRATEGY 2.2.3	Increase the capacity of the Volunteer Driver Program (VDP) to bridge gaps in existing transportation services.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
2.2.3a	90% of ride requests are matched with a driver.	OCDOA
2.2.3b	The number of volunteer drivers is increased across all county zip codes.	OCDOA
2.2.3c	10 new riders are added to the program annually.	OCDOA
2.2.3d	Expanded range of services is made available, including same-day service, grocery delivery, and ride coordination for special events and programs.	OCDOA
2.2.3e	One annual campaign is held to increase participation and awareness of the program.	OCDOA
2.2.3f	Demographic data of riders and drivers are collected and reviewed to identify and address inequities in service.	OCDOA

OBJECTIVE 2.3	Improve collaboration among transportation and human service providers to overcome barriers to mobility.
----------------------	--

STRATEGY 2.3.1	Reestablish a medical transportation workgroup of representatives from transit, health, and aging services to identify and improve coordination of medical transportation and other issues.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
2.3.1a	Workgroup meetings are held 4 times per year.	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and Orange County Health Department (OCHD)
2.3.1b	Information regarding non-emergency medical transportation offered through insurance plans is made available.	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and OCHD

STRATEGY 2.3.2	Advocate for streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
2.3.2a	Options for simplifying the process for a two-part ride for cross-county demand-response trips are explored.	OCDOA, OCPT, CHT, GoTriangle
2.3.2b	Department on Aging's Mobility Manager meets regularly with transportation providers, attends public meetings, and seeks out opportunities to engage with planners, providers, and users of public transportation.	OCDOA, OCPT, CHT, GoTriangle

DOMAIN 3: Housing

Housing is an important part of safe and comfortable aging in communities. Housing in age-friendly communities should:

- Be affordable;
- Be close to services, or have transportation options;
- Have accessible design or offer modifications and maintenance;
- Provide a wide range of living options;
- Be integrated into the community at large, especially long-term care facilities; and
- Be safe and comfortable.



Goal 3: Improve choice, quality, affordability, and stability of housing for older adults.

OBJECTIVE 3.1	Expand the development of a wide array of housing models that advance racial equity, livable design, and social connections for older adults.
----------------------	---

STRATEGY 3.1.1	Educate the community, governmental agencies, developers, and lenders about new models of senior housing to promote variety in the housing stock for older adults.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
3.1.1a	The Senior Housing Guide is updated every two years.	OCDOA, UNC Partnerships in Aging Program
3.1.1b	The Aging in Community speaker series is revitalized and 2-4 learning events per year are held. Example topics - Accessory Dwelling Units (ADU), Subdivision of larger homes to include older adult apartments, Intergenerational housing, Housing for Caregivers, Co-op housing, and CCRC-like options that are affordable such as Manley Estates, Adelaide Walters, Elderspirit, and Warm Hearth.	OCDOA, UNC Partnerships in Aging Program

STRATEGY 3.1.2 Educate and incentivize the community, governmental agencies, developers, and lenders to develop housing with livable (universal) design elements.

INDICATORS		RESPONSIBLE AGENCIES
3.1.2a	Educational events, websites, and brochures are developed, promoted, and disseminated esp. to organizations and individuals from diverse racial communities to advance knowledge of livable design.	OCDOA, Chapel Hill Department of Affordable Housing and Community Connections, Town of Carrboro (CARR), Town of Hillsborough (HILLS), OC Planning Department, UNC Division of Occupational Science and Occupational Therapy (OS/OT)
3.1.2b	Local government-sponsored housing being rehabilitated is encouraged to add livable design elements.	Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT
3.1.2c	New senior housing development applications under review by the local government staff are reviewed by OCDOA staff for inclusion of livable design elements.	OCDOA, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT
3.1.2d	Write a policy statement to be shared with and potentially adopted by elected officials indicating their desire to see livable design integrated into new developments.	RL Mace Universal Design, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT

OBJECTIVE 3.2 Increase the number and types of affordable housing options, for rent or ownership, suitable for older adults.

STRATEGY 3.2.1 Collect senior housing data disaggregated by race to more fully understand and act on housing inequities.

INDICATORS		RESPONSIBLE AGENCIES
3.2.1a	Data identifying race-based, socioeconomic status, and income-based housing demographics in Orange County are collected.	Triangle J Council of Governments (TJCOG), Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development
3.2.1b	Gaps and new information about housing inequities are disseminated in report form and discussed broadly in the community and with key stakeholders (e.g., the Affordable Housing Coalition, Meeting of the Minds, Northside, Rogers Road, Latinx communities, Refugee Community Partnership, El Centro).	TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development
3.2.1c	A chart with data from Orange County and the Towns about the percent of affordable housing stock that is available to those earning 30%, 60%, 80%, 100%, and 120% AMI is produced and disseminated, especially to organizations and individuals from racially diverse communities. Include how many households are in each AMI group.	TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development

STRATEGY 3.2.2	Reduce barriers to group and individual efforts to obtain affordable housing.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
3.2.2a	Older adults' interests are represented through membership in Orange County's Affordable Housing Coalition.	OCDOA, UNC Partnerships in Aging Program
3.2.2b	Review for approval of affordable housing development projects is expedited.	Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, OC Department of Housing and Community Development
3.2.2c	A resource guide is disseminated, esp. to organizations and individuals from racially diverse communities, to understand the enforcement of Fair Housing laws and ways to prevent discrimination in affordable housing development and preservation.	OC Department of Human Rights and Relations, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS

STRATEGY 3.2.3	Expand the array of affordable senior housing designs and models.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
3.2.3a	Policies and practices that support the build-out and financing of Accessory Dwelling Units are promoted.	PeeWee Homes, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department
3.2.3b	A pathway to connect seniors seeking shared housing is implemented.	OCDOA, Community Empowerment Fund, Empowerment, Inc.

OBJECTIVE 3.3	Improve the preservation and quality of homes for older adults through repair and modifications.
----------------------	--

STRATEGY 3.3.1	Collect and analyze data to potentially uncover and then address race-based inequities in-home repair and modification services provided by Orange County Home Preservation Coalition Partners.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
3.3.1a	The Orange County Home Preservation Coalition (OCHPC) effectively collects race-based data for homeowners and tenants requesting services from and served by the coalition.	OCHPC, TJCOG, UNC City and Regional Planning Department, UNC Division of OS/OT
3.3.1b	Race-based OCHPC data, potentially in correlation with tax assessment data, poverty level, or other factors are regularly evaluated in correlation with home preservation processes and provision.	OCHPC, TJCOG, UNC City and Regional Planning Department, UNC Division of OS/OT
3.3.1c	The proportion of families who request services, based on race, from the OCHPC matches the proportion of services ultimately provided by the OCHPC, based on race.	OCHPC, TJCOG, UNC Division of OS/OT

STRATEGY 3.3.2	Support older adult homeowners and tenants in navigating home repair and modifications systems and services of OCHPC Partners.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
3.3.2a	The OCHPC is sustained with ongoing, dedicated sources of financial support.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, and OC Planning Department, UNC Division of OS/OT
3.3.2b	Home Repair Navigators, paid positions situated within OCHPC partners, who assist homeowners in walking through home repair service processes, are established as supports.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT
3.3.2c	Education resources and databases that are already available (e.g., the Minority and Women-Owned Business Enterprise State Database) are highlighted and distributed to support older adults in connecting with contractors.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT
3.3.2d	Education workshops catering to older adults continue to be offered around minor to major home repairs. Notification of workshops is disseminated to organizations and individuals from racially diverse communities.	OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, TJCOG, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT

STRATEGY 3.3.3	Advocate to local governments and funders for policies and programs that reduce barriers and increase the provision of home repair and modification services for older adults.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
3.3.3a	Sustainable funding is allocated to support minor home repair programs that specifically target small to medium size projects (e.g., OCDOA Handy Helpers), including administrative support and materials for repairs.	OCHPC partners, OCDOA
3.3.3b	Workforce development initiatives, partnerships, and incentives are developed and sustained that increase the number of contractors providing small to medium size home repairs to older adults.	OCHPC partners, TJCOG
3.3.3c	Land-banking initiatives are continued, with additional provisions and policies that facilitate long-term residents to age in their communities, particularly for individuals from diverse racial communities and those who cannot afford and are not eligible for major necessary home repairs.	OCHPC partners, Marian Cheek Jackson Center, TJCOG
3.3.3d	A “Last Resort” fund is explored and potentially developed in partnership with local funders to offer more flexible funding to homes that are complicated or difficult and do not fall easily within the eligibility matrix.	OCHPC partners, TJCOG
3.3.3e	Equity-based exemptions or modifications for “affordability” clauses in lien-based home repair programs are explored, considered, and potentially implemented as policy.	OCHPC partners, TJCOG

DOMAIN 4: Social Participation

Social participation refers to the engagement of older people in recreation, socialization, and cultural, educational, and spiritual activities. It is connected to lifelong health and wellbeing. Participating in activities allows older adults to find new skills and continue hobbies, build respect within the community, and establish supportive relationships. Some important aspects of social participation are:

- Accessibility, affordability, and range of events and programs;
- Type and location of facilities and community integration;



- Promotion and awareness of programs; and
- Reaching out to those who may be isolated.

Goal 4: Promote diverse and accessible opportunities for participation and engagement of older adults age 55+.

OBJECTIVE 4.1	Expand opportunities for educational, intergenerational, and cultural programming among older adults.
----------------------	---

STRATEGY 4.1.1	Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
4.1.1a	Senior Centers' programming is intentionally offered with diversity, accessibility, and inclusiveness, including but not limited to cultural awareness, printed and verbal information in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as applicable, transportation, and programs offered both in-person and virtually as feasible.	OCDOA
4.1.1b	Develop neurodivergent programming (e.g., people with learning differences) with assistance from partner organizations.	OCDOA, ARC of OC, Residential Services, Inc. (RSI), OC Library, University of North Carolina TEACCH Autism Program

STRATEGY 4.1.2	Expand the availability of inclusive, social, and educational programming to meet the anticipated growth of the older adult population throughout the community.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
4.1.2a	Additional programming for older adults is made available within the Senior Centers and in other settings; at least one "pop-up" event per quarter is offered at a community location other than a Senior Center.	OCDOA, OC Library
4.1.2b	Senior centers add at least one additional program assistant, resources, and materials to handle increased programming as indicated by increased participation numbers and the number of programs offered.	OCDOA

STRATEGY 4.1.3	Create more opportunities for intergenerational programming with an emphasis on racially and culturally diverse communities.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
4.1.3a	One intergenerational program per quarter is created and evaluated, which encourages older adults and younger people to work with each other.	OCDOA, OC Sheriff, Other local Law Enforcement Orgs, Faith-based orgs, Hannah Ruth Foundation, Local Universities, Seymour Tech, Durham Tech, Chapel Hill & Carrboro (CHCA)/OC Schools
4.1.3b	Partnerships are created with other agencies for intergenerational volunteer opportunities in which both older adults and younger volunteers are giving time and effort to a cause.	OCDOA, OC Sheriff's Office, Chapel Hill Police Department (CHPD), Carrboro Police Department (CPD), Hillsborough Police Department (HPD), Faith-based organizations, Hannah Ruth Foundation, Duke, UNC, North Carolina Central University, Seymour Tech, Durham Tech
4.1.3c	At least one program is offered annually to address the multigenerational caregivers and services they can use to benefit themselves and those they care for.	OCDOA, CHCA/OC Schools

STRATEGY 4.1.4	The racial and ethnic diversity of attendees is increased.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
4.1.4a	Attendance based on racial and ethnic information of participants is tracked by the Senior Centers' registration system and checked quarterly quarter.	OCDOA

DOMAIN 5: Social Respect and Inclusion

Respect and social inclusion deal with the attitudes, behaviors, and messages of other people and the community as a whole towards older people. An age-friendly community adheres to the following characteristics:

- Asking for feedback from older adults regarding services;
- A positive depiction and public education around aging and older adults;
- Inclusion in the community at large; and
- Access to services and programming regardless of socioeconomic status.



Goal 5: Uphold all older adults ages 55+ as valuable members and provide equitable resources for the community.

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.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
5.1.1a	Sensitivity and inclusivity training is provided to OCDOA staff annually.	OCDOA
5.1.1b	Staff and front desk volunteers are prepared to welcome, interact with, and help people with different abilities and assist community members with diverse language backgrounds.	OCDOA
5.1.1c	At least 4 opportunities, annually, are created to educate the broader community about the aging process and the value of older adults.	OCDOA

STRATEGY 5.1.2	Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at Senior Centers.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
5.1.2a	Awareness about OCDOA services is increased and information is shared with pertinent organizations in their respective languages.	OCDOA, El Centro Hispano, church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Seymour Center Spanish Social Club; apartment complexes/retirement communities, OC Human Rights and Relations
5.1.2b	Services and programming are developed with identified groups, and at least one event is created based on the reports provided every year.	OCDOA, El Centro Hispano, OC Human Rights and Relations
5.1.2c	The number of individuals from identified groups who attend the Senior Center programming and utilize services is increased.	OCDOA, El Centro Hispano, OC Human Rights and Relations

STRATEGY 5.1.3	Promote social inclusion and community cohesion at the Senior Centers and other community locations.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
5.1.3a	Programs are created or expanded to facilitate connections among Senior Center participants.	OCDOA, OC Community Centers
5.1.3b	Community groups are surveyed every 2 years with an emphasis on racial and cultural equity to determine any barriers that may prevent participation at the Senior Centers.	OCDOA

STRATEGY 5.1.4	Work with community stakeholders to address ageism in the broader community.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
5.1.4a	A course/class is created with CHCA/OCS middle schools (similar to the Project Engage course) to help younger generations understand older adults, the aging process, and the impacts of ageism in the community.	OCDOA, CHCA/OCS Schools

DOMAIN 6: Employment

Employment addresses opportunities for paid work. This domain is related to the economic determinants of aging. An age-friendly community provides ways older people can continue to work for pay. Some key characteristics include:

- Employment options that are meaningful and accessible;
- Training availability;
- Appreciation for contributions by older adults;
- Support for entrepreneurship; and
- Fair pay



Goal 6: Connect older adults with resources that help them achieve their diverse employment and career transition goals.

OBJECTIVE 6.1	Match Job Seekers 55+ with appropriate employment opportunities for all qualified Orange County residents including an emphasis on racially diverse communities.
----------------------	--

STRATEGY 6.1.1	Gather information about employers' hiring needs and job seekers' preferences.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
6.1.1a	Employee Referral Program Notice is distributed to employers in Orange County and adjacent areas every 6-12 months that informs businesses of the referral program and asks for either a link to their job postings website or another way of learning about job opportunities.	OCDOA with Economic Development Departments, Chambers of Commerce, Triangle Area Business Network International (BNI), OC Department of Social Services (DSS)/NCWorks, Durham Tech, Ron Kunkel Technology Consultant
6.1.1b	Data on the local employment landscape includes information about older adults and racial equity and is reviewed in the workgroup annually.	County and Towns' Economic Development Departments, Chambers of Commerce
6.1.1c	Job seekers' survey to learn more about employment needs, preferences, skills, motivations, and racial equity is administered, and a data summary specific to older adults is shared with partners and used to inform workgroup services and resources outlined elsewhere.	OC DSS/NCWorks and OCDOA

STRATEGY 6.1.2	Connect job seekers with job opportunities
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
6.1.2a	List potential employers and links to their job postings on the OCDOA Employment Services webpage.	OCDOA
6.1.2b	FREE Employment Referral program is initiated to help job seekers find positions that are a good fit and to provide employers with qualified candidates.	OCDOA with OC DSS/NCWorks, and National Caucus and Center on Black Aging (NCBA)
6.1.2c	Job fairs are hosted in collaboration with partners, especially addressing critical staffing industries (e.g., direct care workforce).	OCDOA, OC DSS/NCWorks, and NCBA
6.1.2d	Use of the NCWorks website is encouraged and improved, and assistance with accessing the website is provided.	OCDOA, OC DSS/NC Works, OC Library

OBJECTIVE 6.2	Expand opportunities for older adults to gain job-seeking guidance and job skills to secure living-wage employment, including traditional, alternative, and entrepreneurial options.
----------------------	--

STRATEGY 6.2.1	Expand existing resources and services related to the job search process (e.g., resumes, salary and compensation, networking, interviewing).
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
6.2.1a	Individual and group information and training sessions are facilitated with job seekers in locations that serve diverse communities across Orange County (e.g., Cedar Grove, Rogers Road, and Efland-Cheeks Community Centers, OC and CH Libraries, DSS/NCWorks Career Centers, Durham Technical Community College).	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College
6.2.1b	New information and training sessions around emerging topics (e.g., job scams, discrimination, compensation, remote vs. in-office work options) are developed.	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College
6.2.1c	Job-seeking resources (e.g., individual meetings, workshops) are evaluated and improved.	OCDOA with OC DSS/NCWorks, NCBA, OC Library, Durham Technical Community College

STRATEGY 6.2.2	Promote alternative and entrepreneurial employment opportunities.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
6.2.2a	Informational events to raise awareness of opportunities are hosted.	OCDOA with OC DSS/NCWorks, OC Library, Durham Technical Community College, Economic Development Departments, Chambers of Commerce, The Entrepreneur's Source, SCORE
6.2.2b	Interested individuals are referred to existing entrepreneurial resources (e.g., Small Business Center of Durham Tech, Economic Development Departments, Small Business Technology Development Center; SCORE, Entredot, Entrepreneur's Source, UNC Business School, BNI, NC IDEA, El Centro Tool Bank).	OCDOA with OC DSS/NCWorks, OC Library, Durham Tech, Economic Development Departments, Chambers of Commerce, The Entrepreneur's Source, SCORE

STRATEGY 6.2.3	Create job skills training for older adults to gain new skills that increase the possibility of future hire.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
6.2.3a	Hands-on technical support, technology skills classes (e.g., basic computer, virtual meetings, social media), and technology access information are provided.	OCDOA Seymour Tech, DSS/NCWorks, OC Library, Durham Technical Community College, Kramden Institute
6.2.3b	Quality vocational training, especially targeted at living-wage, critical staffing (e.g., direct care workforce), and emerging industries are promoted with community colleges such as Wake Tech, Alamance, and Durham Tech.	Durham Technical Community Colleges
6.2.3c	Internship and on-the-job training programs are promoted (e.g., referring seniors at the poverty line or facing other barriers and non-profits that can offer training to NCBA/SCEP).	NCBA with OCDOA, OC DSS/NCWorks, Live Well, Durham Technical Community College

STRATEGY 6.2.4 Leverage existing and forge new partnerships to reach broader audiences, improve synergy among organizations, and reduce duplication.

INDICATORS		RESPONSIBLE AGENCIES
6.2.4a	The OCDOA Employment Services Webpage content is improved and updated regularly so that it serves as a repository of community resources for older adult job seekers (e.g., job-seeking and entrepreneurial guidance, partners offering technology and other job skills training and support, employers and their job postings, upcoming events).	OCDOA
6.2.4b	Relationships with non-employment organizations that serve populations of interest (e.g., Faith-based, immigrants, military associations, justice system involvement, rural communities, communities of color, senior housing) are forged to better understand needs and offer employment services resources to promote the workgroup services and resources outlined elsewhere.	OCDOA with all Employment Workgroup members
6.2.4c	A list of relevant employment resources is created which outlines who is best served by each organization, specific services offered, and how to refer.	OCDOA with OC DSS/NCWorks, NCBA, OC Library

OBJECTIVE 6.3 Advocate for broad diversity, equity, and inclusion (DEI), especially regarding age and race, with local employers and business organizations.

STRATEGY 6.3.1 Promote the value of DEI to local employers and organizations.

INDICATORS		RESPONSIBLE AGENCIES
6.3.1a	Promotional materials (e.g., video, presentation, handouts), highlighting why it's good business to hire workers who are older and of racially diverse communities are created and shared.	OCDOA with Economic Development Departments, Chambers of Commerce, Small Business Technology Development Center, Durham Tech, OC DSS/NCWorks, BNI, Orange County Government Alliance for Race and Equity (OC GARE)

STRATEGY 6.3.2 Provide education around practices and strategies to improve DEI in the workplace.

INDICATORS		RESPONSIBLE AGENCIES
6.3.2a	A list of best workplace practices to reduce age- and race-related biases and increase diversity, equity, and inclusion for all is created with input from experts and shared.	OCDOA with Durham Tech, Denise Bell Consulting, OC GARE
6.3.2b	A list of universal design principles to create a more accommodating workplace is created with input from experts and shared.	OCDOA, UNC Division of Occupational Science and Therapy (OS/OT)

DOMAIN 7:

Community Support and Health Services

Necessary care should be available, accessible, and affordable to all. In an age-friendly community:

- Health and social services are distributed throughout a community;
- Information is clear and services are coordinated;
- The cost of care does not make it out of reach;
- A wide array of services is available to help people age well in their homes and communities;
- Residential care facilities are integrated into the neighborhoods in which they are situated;
- Volunteers are available to help older adults age in community; and
- Emergency planning is conducted with older adults in mind.

Civic Participation and Volunteerism

Civic participation and volunteerism is represented in this domain rather than under the Employment Domain, which is typically listed together for Age Friendly Communities. For our planning purposes and from the past MAP experience it is better addressed by this workgroup.



Civic participation and volunteerism address opportunities for community engagement and unpaid work. This domain is related to both the social environment and the economic determinants of aging. An age-friendly community provides ways older people can volunteer their skills, and be actively engaged in community life. Some key characteristics include:

- Volunteer opportunities that are meaningful and accessible;
- Training availability;
- Participation by older adults in the community on things like advisory boards, meetings, and policy planning;
- Appreciation for contributions by older adults

Goal 7: Ensure the community has accessible and affordable resources to support individual health and well-being goals throughout the aging process.

OBJECTIVE 7.1	Develop supports and resources to promote mental/ behavioral health.
----------------------	--

STRATEGY 7.1.1	Offer training to increase knowledge for community members and professionals.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
7.1.1a	At least 6 training sessions are offered quarterly.	OCDOA, Alliance Health, UNC Geriatrics, Orange County Health Department (OCHD), Orange County Sheriff’s Office (OCSO), Orange County Emergency Services (OCES)
7.1.1b	At least 1 training per quarter is offered by Alliance Health in conjunction with awareness months.	Alliance Health

STRATEGY 7.1.2	Enhance community and professional knowledge of available services and providers.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
7.1.2a	OCDOA staff are trained in screenings to make appropriate referrals.	OCDOA
7.1.2b	Local Management Entity/Managed Care Organizations (LME/MCOs) access and information line is used.	Alliance Health
7.1.2c	Creation of organizational and agency partnerships for the dissemination of materials identifying services and providers.	OCDOA, OCES, OCSO, OC Fire Departments, Alliance Health, Meals on Wheels of Orange County NC (MOWOCNC), CHPD, UNC Health

STRATEGY 7.1.3	Develop and use Peer Support Models.
-----------------------	--------------------------------------

INDICATORS		RESPONSIBLE AGENCIES
7.1.3a	Certified Older Adult Peer Specialist (COAPS) Program is implemented.	OCDOA
7.1.3b	Clinical Pastoral Education (CPE) Program is used.	OCDOA, UNC Hospitals
7.1.3c	Solo Agers support program is created and implemented.	OCDOA, UNC Partnerships in Aging Program
7.1.3d	Caregiver support programs are created and implemented.	OCDOA

STRATEGY 7.1.4	Develop and use a hoarding task force to support housing stability for older adults.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
7.1.4a	Taskforce is created.	OCDOA, OC Department of Social Services (DSS), OCES, OCSO, OC Fire Departments
7.1.4b	Training for professional and community members is created and implemented twice a year.	OCDOA, OC DSS, OCES, OC Fire Departments

OBJECTIVE 7.2	Expand enriching volunteer opportunities for older adults.
----------------------	--

STRATEGY 7.2.1	Coordinate with partnering volunteer agencies to develop a comprehensive list of volunteer opportunities in Orange County.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
7.2.1a	A comprehensive list to connect older adults with desired opportunities is maintained by VC 55+.	OCDOA
7.2.1b	VC 55+ designee is contacted by community partners if they need volunteers.	OCDOA, Orange County Emergency Services (OCES), Orange County Sheriff's Office (OCSO), Meals on Wheels Orange County North Carolina (MOWOCNC), SAGE Central NC, Charles House, Creative Care Collaborative

STRATEGY 7.2.2 Increase the number of older Orange County adults participating in existing volunteer opportunities.

INDICATORS		RESPONSIBLE AGENCIES
7.2.2a	Enrollment in volunteer opportunities is increased by 10% during 2022-2027.	OCDOA, OCES, OCSO, MOWOCNC, SAGE Central NC, Charles House, Creative Care Collaborative
7.2.2b	The number of racially diverse, multilingual, and multigenerational volunteers is increased.	OCDOA, OCES, OCSO, MOWOCNC, SAGE Central NC, Charles House, Creative Care Collaborative
7.2.2c	Volunteer training, networking, and appreciation events are held twice a year.	OCDOA

STRATEGY 7.2.3 Develop new strong partnerships to create volunteer opportunities that are equitable and inclusive of all populations in Orange County.

INDICATORS		RESPONSIBLE AGENCIES
7.2.3a	Two new partnerships within rural communities of color are established.	OCDOA
7.2.3b	One new partnership within each school system is established.	OCDOA
7.2.3c	Volunteer opportunities for older adult residents in long-term care facilities are established.	OCDOA

OBJECTIVE 7.3 Coordinate local efforts to enhance affordable health care support.

STRATEGY 7.3.1 Increase utilization of support services.

INDICATORS		RESPONSIBLE AGENCIES
7.3.1a	Understanding of how to use electronic health records (EHRs) is increased through coordination with partner agencies.	UNC Health, Duke, OCDOA, Piedmont Health, OCHD
7.3.1b	Understanding of financial assistance programs is increased through coordination with partner agencies.	UNC Health, Duke, OCHD, OCES, OCDOA, Piedmont Health
7.3.1c	At least one new OCHD program specific to older adults is created.	UNC Health, Duke, OCES, OCDOA, Piedmont Health, OCHD
7.3.1d	Partnership to promote awareness and greater access to OC mobile dental units is created.	UNC Health, Duke, OCHD, OCES, OCDOA, Piedmont Health
7.3.1e	Medication management for older adults is supported in partnership with community paramedics.	UNC Health, Duke, OCHD, OCES, OCDOA, Piedmont Health

STRATEGY 7.3.2 Increase quality of in-home, respite, and adult day care services.

INDICATORS		RESPONSIBLE AGENCIES
7.3.2a	Training, education, and skill-building programs for professionals and community members are held twice a year.	OCDOA, Creative Care Collaborative, Charles House

STRATEGY 7.3.3 Increase access to health maintenance and prevention resources.

INDICATORS		RESPONSIBLE AGENCIES
7.3.3a	Chronic disease self-management programs are held quarterly.	OCDOA, OCES, Duke, UNC, Piedmont Health, Creative Care Collaborative
7.3.3b	Safety and accessibility needs are assessed and fulfilled in coordination with home health agencies.	OCDOA, OCES, Duke, UNC, Piedmont Health

OBJECTIVE 7.4 Expand services to help older adults age in community.

STRATEGY 7.4.1 Expand available support for older adults from communities of color.

INDICATORS		RESPONSIBLE AGENCIES
7.4.1a	Accessibility to and participation in aging services for Asian older adults is increased through a partnership project between UNC-Apples Service-Learning Students.	UNC, OCDOA
7.4.1b	Access to multilingual social workers is increased.	UNC, OCDOA, OC DSS, El Futuro
7.4.1c	Information resource hubs located within communities of color are created.	OCDOA, OC DSS, Rodgers Road Community Center (RRCC), Cedar Grove Community Center (CGCC), Efland-Cheeks Community Center (ECCC), Marian Cheek Jackson Center (Jackson Center), El Futuro, Infinity Health and Wellness Center

STRATEGY 7.4.2 Continue to develop Orange County as a dementia-capable community.

INDICATORS		RESPONSIBLE AGENCIES
7.4.2a	The number of trained staff at partnering agencies is increased to ensure dementia-friendly health services.	OCDOA, UNC, Creative Care Collaborative, Charles House, Duke, Piedmont Health, OCHD, Infinity Health and Wellness Center
7.4.2b	A Dementia Capable OC Workgroup with representation of persons living with dementia is created.	OCDOA, UNC, Creative Care Collaborative, Charles House, Duke, Piedmont Health, Infinity Health and Wellness Center

STRATEGY 7.4.3 Support the establishment of new and existing community care neighborhoods.

INDICATORS		RESPONSIBLE AGENCIES
7.4.3a	County agency programs are used to provide support and training for communities.	OCDOA, OCES, OCSO, Chapel Hill Police Department (CHPD), Carrboro Police Department (CPD), Hillsborough Police Department (HPD),
7.4.3b	OCDOA Safety-net services are expanded.	OCDOA
7.4.3c	Resources are developed to enable community members to create community care neighborhoods.	OCDOA, OCES, OCSO, CHPD, CPD, HPD, OC Fire Departments, Infinity Health and Wellness Center

STRATEGY 7.4.4 Expand successful neighborhood connection ideas to reach rural neighbors.

INDICATORS		RESPONSIBLE AGENCIES
7.4.4a	Focus groups with older adults from rural communities are created.	OCDOA, OCES, OCSO, OC Fire Departments
7.4.4b	County agency programs are used to provide support and training for communities.	OCDOA, OCES, OCSO, OC Fire Departments, Creative Care Collaborative
7.4.4c	OCDOA Safety-net services are expanded.	OCDOA
7.4.4d	Resources are developed to enable community members to create community care neighborhoods.	OCDOA, OCES, OCSO, OC Fire Departments, Creative Care Collaborative

OBJECTIVE 7.5 Expand accessibility of available health and wellness resources.

STRATEGY 7.5.1 Increase racially diverse participation in health and wellness options.

INDICATORS		RESPONSIBLE AGENCIES
7.5.1a	The number of multilingual instructors is increased.	OCDOA
7.5.1b	Geographic and cultural barriers to participation are addressed.	OCDOA, CGCC, ECCC, Schley Grange Hall (The Grange), Orange County Public Transit (OCPT), Creative Care Collaborative, Infinity Health and Wellness Center, OCES, OC Fire Departments
7.5.1c	Scheduled offerings are increased to account for varying schedules and class preferences.	OCDOA, CGCC, ECCC, The Grange, OCPT, Creative Care Collaborative, Infinity Health and Wellness Center, OCES, OC Fire Departments

STRATEGY 7.5.2 Educational programming to increase residents' awareness of and comfort with class offerings.

INDICATORS		RESPONSIBLE AGENCIES
7.5.2a	Demo classes are offered as part of Health Fairs twice a year.	OCDOA, CGCC, ECCC
7.5.2b	Hosting of health education classes is expanded in rural areas.	OCDOA, CGCC, ECCC

OBJECTIVE 7.6 Increase access to services to combat food insecurity.

STRATEGY 7.6.1 Establish support and resources to address food insecurity in the community.

INDICATORS		RESPONSIBLE AGENCIES
7.6.1a	A standardized needs-based screening is created and implemented.	OCDOA, MOWOCNC, Orange Congregations in Mission (OCIM), DSS, Town of Chapel Hill (CH)
7.6.1b	A comprehensive list of food distribution services is created.	OCDOA
7.6.1c	Educational programs are created to improve understanding of food assistance options (e.g., SNAP, Senior Center lunch programs, Commodity Supplemental Food Program).	OCDOA, MOWOCNC, OCIM, OC DSS, Town of CH, OC Cooperative Extension
7.6.1d	Older adults are represented on OC Food Council.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of CH

STRATEGY 7.6.2		Increase participation in programs that combat food insecurity.
INDICATORS		RESPONSIBLE AGENCIES
7.6.2a	Participation numbers are increased in rural communities with targeted outreach.	OCDOA, MOWOCNC, OCIM, OC DSS, Town of CH, OCSO, HPD, CHPD, OC Cooperative Extension
7.6.2b	Enrollment fairs are conducted yearly at designated municipality locations.	OCDOA, MOWOCNC, OCIM, DSS, Town of CH, OCSO, HPD, CHPD, OC Cooperative Extension
7.6.2c	Participation numbers are increased in communities of color with targeted outreach.	OCDOA, MOWOCNC, OCIM, DSS, Town of CH, OCSO, HPD, CHPD, OC Cooperative Extension

OBJECTIVE 7.7	Support planning for and fulfillment of individual goals in all stages at the end of life.
----------------------	--

STRATEGY 7.7.1	Build awareness about end-of-life planning and expand options by increasing visibility of end-of-life issues, normalizing end-of-life conversations, and supporting educational initiatives for community members.
-----------------------	--

INDICATORS		RESPONSIBLE AGENCIES
7.7.1a	Education around end-of-life options with specific examples is increased.	OCDOA, UNC Hillsborough, Clinical Pastoral Education (CPE), SAGE Central NC, Dying Right NC, Green Burial Project, Shrouding Sisters
7.7.1b	Partnerships with communities of color are established.	OCDOA, UNC Hillsborough, CPE, SAGE Central NC, Dying Right NC, Green Burial Project, Shrouding Sisters
7.7.1c	Partnerships with faith-based organizations are established to provide resources and educational opportunities	OCDOA, UNC Hillsborough, CPE, SAGE Central NC, Dying Right NC, Green Burial Project, Shrouding Sisters

STRATEGY 7.7.2	Support provider and community members' education to reduce barriers to accessing and using completed advanced care planning documents.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
7.7.2a	Educational workshops are established focusing on the incorporation of advance directives within EHRs.	OCDOA, OCES, Creative Care Collaborative, Charles House, UNC, Duke, Piedmont Health
7.7.2b	Yearly training is offered by partnering agencies to their staff.	OCDOA, OCES, Creative Care Collaborative, Charles House, UNC, Duke, Piedmont Health

STRATEGY 7.7.3	Support legislation and policy change to facilitate end-of-life planning and increase choice.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
7.7.3a	Green Burial options are expanded.	Bluestem Conservation Cemetery, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC
7.7.3b	Affordable Green Burial financial options are identified and expanded.	Bluestem Conservation Cemetery, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC
7.7.3b	Education and information specific to Medical Assistance in Dying (MAID) legislation are promoted by partnering with communities of color and rural communities.	Bluestem Conservation Cemetery, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC

DOMAIN 8:

Communication and Information

Staying connected to and aware of available events, programs, and people is important for everyone, regardless of age. The ways that people communicate have changed over time, leaving gaps in outreach. Internet access and smartphones are not universal, and information must be disseminated through a variety of mediums. Communication and information sharing in an age-friendly community:

- Is distributed widely;
- Is provided both orally and in print;
- Uses plain language;
- Has easy to understand automated communication; and
- Ensures that the internet and computers are widely available.



Goal 8: Awareness of and access to available services and supports for older adults and their families will increase for everyone.

OBJECTIVE 8.1	Increase the accessibility of information regarding available programs, services, and resources throughout the community with an emphasis on reaching diverse populations.
----------------------	--

STRATEGY 8.1.1	Create and maintain a comprehensive Orange County Community Contact Database of multilingual health, faith-based, public, civic, and community organizations.
-----------------------	---

INDICATORS		RESPONSIBLE AGENCIES
8.1.1a	Contacts are identified by individual employees, departments, and community partners, and are used to create a contact list to be shared and maintained by Orange County Community Relations.	Town of Chapel Hill, Town of Carrboro, Town of Hillsboro, and OC Departments, local organizations, and Orange County Community Relations (OCCR)
8.1.1b	An Orange County Community Relations position that focuses on diversity and inclusion is created, with responsibilities including maintaining resources, relationships, and a comprehensive contact list.	OCCR
8.1.1c	Orange County Community Relations' community contact database will identify and include racially diverse and underserved communities and contacts.	OCCR
8.1.1d	OCDOA information is distributed to contacts with collaborating organizations who report they have shared it with their organization.	OCDOA

STRATEGY 8.1.2

Further expand OCDOA communications to racially diverse and underserved communities.

INDICATORS		RESPONSIBLE AGENCIES
8.1.2a	Communications are distributed out to racially diverse, Spanish, Mandarin, Karen, Burmese, and low-vision media outlets and are posted at relevant locations and community agencies.	OCCR, OCDOA, NC Reading Service
8.1.2b	Key programs, resources, and services are made available in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, using the translation tools on the OCDOA website and social media.	OCCR, OCDOA
8.1.2c	“How to Use Our Website” information and translation tool are advertised in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, on OCDOA products and outlets.	OCDOA
8.1.2d	Key documents, ads, and resources are made accessible to people with vision and hearing impairments.	OCDOA
8.1.2e	Tools, including contact forms, flyers, and signage, are created to support staff and front desk volunteers to welcome, interact with, and assist community members from diverse language backgrounds.	OCCR, OCDOA
8.1.2f	New, timely signage is displayed in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible, to welcome and direct visitors where to get help at both senior centers.	OCCR, OCDOA
8.1.2g	Endless Possibilities activity guide programs are identified as multilingual friendly and promoted in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.	OCCR, OCDOA
8.1.2h	Local government agencies collaborate in outreach efforts to older adults using multiple media sources.	OCCR, OCDOA
8.1.2i	Endless Possibilities quarterly review and program registration are offered in-person and in multiple languages at both senior centers.	OCDOA
8.1.2j	Key Endless Possibilities programs are shared and recorded in multiple languages via Facebook Live.	OCDOA
8.1.2k	Volunteer diversity is promoted to increase the recruitment of diverse volunteers.	OCDOA

STRATEGY 8.1.3

Collect “How Did You Hear About Us?” data at all levels of programming and participation.

INDICATORS		RESPONSIBLE AGENCIES
8.1.3a	Senior Center registration forms, program registration, surveys, and volunteer applications include “How Did You Hear About Us?” data collection.	OCDOA
8.1.3b	“How Did You Hear About Us?” data is continuously collected and reported twice a year.	OCDOA
8.1.3c	“How Did You Hear About Us?” data is used to inform communication decisions and priorities.	OCDOA

STRATEGY 8.1.4

Explore and expand non-electronic communication outlets.

INDICATORS		RESPONSIBLE AGENCIES
8.1.4a	OCDOA programs, services, and resources are shared with racially diverse and underserved communities and events.	OCDOA, OCCR
8.1.4b	OCDOA welcome packets are created and made available for staff and volunteers to share in multiple languages.	OCDOA
8.1.4c	Diverse radio stations, television stations, and newspapers are identified and used to advertise OCDOA information.	OCDOA, OCCR

Conclusion

Orange County's population is aging, meaning that the importance of the 2022-27 MAP will only continue to grow as more older adults and their families seek services. The OCDOA is committed to improving the lives of Orange County's older adults and their families through active use of the MAP. Careful monitoring of the indicators and strategies as well as drawing upon new and existing partnerships with other organizations will help ensure that the plan's goals and objectives are met. There is a continual need for collaboration between the OCDOA and other existing community organizations in order to ensure the future success of the 2022-27 MAP. The 2022-27 MAP recommends mechanisms for collaboration between the OCDOA and community organizations, but these strategies will not be accomplished without the direct support from the community organizations themselves.

In the implementation of the objectives and strategies, older adults also have to ensure that their voices are heard in all 8 domains. The voice and leadership of older adults is essential to fulfilling the goals set out by the 2022-27 MAP. For example, advocacy and involvement in public hearings are steps that can be taken to ensure that the perspective of older adults is considered throughout various planning processes. With the voice and leadership of older adults in the community, the vision of Orange County as an age-friendly community can become a reality.

The goals and objectives listed in this plan represent a comprehensive vision for the future of Orange County as an age-friendly community. Only through working together, and recognizing that the 2022-27 MAP affects all of us, will this vision be achieved.



Acknowledgements

MAP Steering Committee

Committee Facilitators

Marianne Ratcliffe – CEO, Carol Woods Retirement Community

Janice Tyler – Director, Orange County Department on Aging

Committee Members

Heather Altman – Chair, Orange County Advisory Board on Aging

Jessica Anderson – Member, Town of Chapel Hill Town Council

Colin Austin – Member, Orange County Advisory Board on Aging

Pax Baptist – Associate State Director, AARP NC

Rachel Bearman – Director, Meals on Wheels of Orange County

Charles Blackwood – Sheriff, Orange County

Steve Brantley – Director, Orange County Department of Economic Development

Jan Busby-Whitehead – Director, UNC Center for Aging and Health

Jeff Charles – Member, Orange County Advisory Board on Aging

Loryn Clark – Deputy Town Manager, Town of Chapel Hill

Nancy Coston – Director, Orange County Department of Social Services

Sharon Freeland – Director, Orange Congregations in Mission

Elizabeth French - Associate Dean for Strategic Initiatives, UNC School of Public Health

Audrey Galloway – Associate State Director for Outreach and Advocacy, AARP NC

Penny Gluck – Executive Dean of Orange County Operations, Durham Technical Community College

Sally Greene – Orange County Board of County Commissioners

Jerry Gregory – Member, Orange County Advisory Board on Aging

Bonnie Hammersley – County Manager, Orange County

James Harris – Member, Orange County Advisory Board on Aging

Jon Hartman-Brown – Director, Dept. of Economic and Community Development, Town of Carrboro

Margaret Hauth – Assistant Town Manager, Town of Hillsborough

Pam Hemminger – Mayor, Town of Chapel Hill

Cristine Henage - Assistant Director, Carolina Geriatric Education Center & Workforce Enhancement Program

Maurice Jones – Town Manager, Town of Chapel Hill

Paul Klever – Orange County provider representative, Charles House Inc.

Eugenie Komives – Doctor, Duke Healthcare

Kristin Lavergne – Director, Community Services, InterFaith Council

Brian Litchfield – Director, Chapel Hill Transit

Ashley Moncado – Planner, Orange County Planning Department

Travis Myren - Deputy Manager, Orange County

Aaron Nelson – Director, Chapel Hill Chamber of Commerce

Eric Peterson – Town Manager, Town of Hillsborough

Renee Price – Chair, Orange County Board of County Commissioners

Swarna Reddy – NC Division of Aging and Adult Services

Pilar Rocha-Goldberg – CEO, El Centro

Corey Root – Director, Orange County Housing and Community Development

Cherie Rosemond – Director, UNC Partnership in Aging

Erin Sapienza – Interim Director, Orange County Libraries

Kirby Saunders – Director, Orange County Emergency Services

Damon Seils – Mayor, Town of Carrboro

Kristen Smith Young – Director, UNC Community Relations

Teepa Snow – President, Positive Approach to Care

David Stancil – Director, Orange County Department of Environment, Agriculture, Parks and Recreation

Quintana Stewart – Director, Orange County Health Department

Jeff Strickler – Chief Operating Officer, UNC Hospitals/ Hillsborough Campus

Jeff Sumpter – Executive Director, Piedmont Health PACE

Vibeke Talley – Member, Orange County Advisory Board on Aging

Kim Tesoro – Chief Executive Officer, Hillsborough Chamber of Commerce

Jackie Thompson – Human Services Coordinator, Town of Chapel Hill

Brian Toomey – Director, Piedmont Health

Stephanie Trueblood – Public Space Manager, Town of Hillsborough

Mary Warren – Director, Triangle J Area Agency on Aging

Jenn Weaver – Mayor, Town of Hillsborough

Eleanor Wertman – UNC Health Alliance

Richard White – Manager, Town of Carrboro

Richard White – Member, Orange County Advisory Board on Aging

Jenny Womack- Member, Orange County Advisory Board on Aging

Lee Worsley – Executive Director, Triangle J Council of Governments

Orange County Advisory Board on Aging

Heather Altman, Chair

Colin Austin

Rachel Bearman

Jeff Charles

Jerry Gregory

James Harris

Vibeke Talley

Richard White

Jenny Womack

MAP Leadership Team

Heather Altman, Chair, Orange County Advisory Board on Aging

Janice Tyler, Director, Orange County Department on Aging

Anshu Gupta, Business Officer, Orange County Department on Aging

MAP Interns

Cass Dictus – UNC Partnerships in Aging – Doctoral student, UNC School of Nursing

Kenesha Wood – UNC School of Social Work Intern

Work Group Leaders

Myra Austin - Outdoor Spaces and Building and Social Participation

Brandi Beeker - Transportation

Mike Komives - Employment

Shenae McPherson/Kim Lamon-Loperfido – Community Support and Health Services

Cherie Rosemond/Ryan Lavalley - Housing

Beverly Shuford – Communication and Information

MAP Racial Equity Team

Latonya Brown

Meghan Rushing

Cydnee Sims

Sharon Williams

Work Group Interns

Cheyenne Bierly

Jesse Bossingham

Kali Cannon

Christine Craig

Cass Dictus

Rachael Manasseh

Takira Robinson

Anna Wakita

2022-27 Master Aging Plan Work Group Members

With gratitude and appreciation, we acknowledge the MAP work group members.

Outdoor Spaces & Buildings

Craig Benedict
Marabeth Carr
Ceresa Clarke
James Harris
Dana Hughes
Josh Mayo
Ashley Moncado
Tina Moon
Susan Preston
Kevin Robinson
Cydnee Sims
Cy Stober
Stephanie Trueblood
Kim Tyler

Transportation

Leo Allison
Jeff Charles
Elena Elms
Dean Fox
Theo Letman
Mark Rodgers
Angie Steele
Jackie Stewart
Kim Tyler

Brenda Van Hook
Katrina Wall
Eleanor Wertman

Housing

Christine Abernathy
Delores Bailey
Pax Baptist
George Barrett
Diane Beckett
Anna Blanchard
Nate Broman-Fulks
Erika Brown
Donna Carrington
Carolyn Cattle
Megan Culp
JB Culpepper
Maria Dewees
Liz Evans
Margaret Hauth
Becki Horne
Kendall Kopchick
Kate McAteer
Ashley Moncado
Sarah Muskin
Michael Rogers
Corey Root
Julia Sendor
Barbara Sigel
Nora Spencer

Laine Staton
Anne Marie Vanaman
Erika Walker
Richard White

Social Participation; Respect & Social Inclusion

Lewis Atwater
Flicka Bateman
Sadie Brooks
Rosie Caldwell
Maria Cardona
Haripriya Chinnaswamy
Ceresa Clark
Terry Colville
Shu Fan
Sue Florence
Sujan Gulati
Emilia Ismael
Dazzie Lane
Mike McGahey
Susan Preston
Alicia Reid
Janet Rupert
Erin Sapienza
Caroline Shuft
Chris Shore
Cydnee Sims
Shontea Smith
Mauricio Solano

Virginia Taylor
Ann Wilkerson
Jenny Womack

Employment

Colin Austin
Diane Beckett
Denise Bell
Steve Brantley
Brenda Cogdell
Caraina Garris
Gwen Gattis
Robert Gilmore
Steven Hand
Jon Hartman-Brown
Randy Haynes
Jackie Krohn
Ron Kunkel
Marcia Ladd
Neal McTighe
Lena Angelichio-Miller
Mary Moore
Dan Prendergast
Jason Richmond
Sandra Robbins
Justin Simmons
Shanika Williams

Community Support and Health Services

Edie Alfano-Sobsey
Heather Altman
Lydia Arnold
Rachel Bearman
Trace Belles
Cynthia Bucy
Sheila Clancy
Marie Dagger
Sheila Evans
Sue Florence
Ian Fowler
Dean Fox
Katie Garvey
Jerry Gregory
Christine Henage
Suzanne Hitt
London Ivey
Bria Janay Berry
Kevin Jones
Paul Klever
Jimmy Lancaster
Shade Little
Dee Lowdermilk
Jennifer Meade
Ashley Mercer
Sarah Pickhardt
Stephanie Rainey

Rupa Redding-Lallinger
Daniel Robertson
Beth Rosenberg
Alison Smith
Kat Stagner
Jeffery Strickler
Jeffrey Sumpter
Genie Taylor
Jackie Thompson
Landon Weaver
Eleanor Wertman
Anne Weston
Joe Wheeler
Sara Williams
Kim Woodward

Communication and Information

Sor Angela
Melissa Blackburn
Ceresa Clark
Elena Elms
Vicki Hill
Todd McGee
Corina Riley
Vibeke Talley

Frequently Used Acronyms

ADA	Americans with Disabilities Act	MOST	Medical Orders for Scope of Treatment
ADU	Accessory Dwelling Units	NAMI	National Alliance on Mental Illness
AFC	Age-Friendly Community	NCBA	National Caucus and Center on Black Aging
BNI	Triangle Business Network International	NCDOT	North Carolina Department of Transportation
BOCC	Board of County Commissioners	OC	Orange County
CARR	Town of Carrboro	OCAMS	Orange County Asset Management Services
CASA	Community Alternatives for Supportive Abodes	OCBIRP	Orange County Bus and Rail Investment Plan
CCRC	Continuing Care Retirement Community	OCCR	Orange County Community Relations
CGCC	Cedar Grove Community Center	OCDOA	Orange County Department on Aging
CH	Town of Chapel Hill	OCES	Orange County Emergency Services
CHCA	Chapel Hill and Carrboro	OCHD	Orange County Health Department
CHPD	Chapel Hill Police Department	OCHPC	Orange County Home Preservation Coalition
CHT	Chapel Hill Transit	OCIM	Orange Congregations in Mission
CPD	Carrboro Police Department	OCS	Orange County Schools
CPE	Clinical Pastoral Education	OCPT	Orange County Public Transit
CRC	Community Resource Connection	OCISO	Orange County Sheriff's Office
DEAPR	Department of Environment, Agriculture, Parks and Recreation	OT/OS	Occupational Therapy and Occupational Science
DNR	Do Not Resuscitate	PiAP	(UNC) Partnerships in Aging
DSS	Department of Social Services	RRCC	Rogers Road Community Center
ECCC	Efland-Cheeks Community Center	SALT	Seniors and Law Enforcement Together
EMS	Emergency Medical Services	SCORE	Senior Corps of Retired Executives
GARE	Government Alliance for Race and Equity	TEACCH	UNC TEACCH Autism Program
HILLS	Town of Hillsborough	TJCOG	Triangle J Council of Government
HPD	Hillsborough Police Department	VC55+	Volunteer Connect 55+
IFC	Interfaith Council for Social Services	VDP	Volunteer Driver Program
MAP	Master Aging Plan	WHO	World Health Organization
MOWOCNC	Meals on Wheels of Orange County NC		

Index of Responsible Agency

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Alliance Health							7.1.1 7.1.2	
Apartment Complexes/ retirement communities					5.1.2			
Arc of Orange County				4.1.1				
Bluestem Conservation Cemetery							7.7.3	
Town of Carrboro	1.1.1 1.2.1 1.2.2		3.1.2 3.2.1 3.2.2 3.2.3 3.3.2					8.1.1
Town of Carrboro Economic Development Department						6.1.1		
Carrboro Police Department				4.1.3			7.4.3	
Carrboro Recreation & Parks Department	1.2.1							
Cedar Grove Community Center							7.4.1 7.5.1 7.5.2	
Community Empowerment Fund, Empowerment, Inc			3.2.3					
Town of Chapel Hill	1.1.1 1.2.1 1.2.2						7.6.1 7.6.2	8.1.1
Town of Chapel Hill Economic Development Department						6.1.1		
Chapel Hill Department of Affordable Housing and Community Connections			3.1.2 3.2.1 3.2.2 3.2.3 3.3.2					
Chapel Hill Downtown Partnership		2.2.2						
Chapel Hill Parks and Recreation Department	1.2.1							

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Chapel Hill Public Library		2.1.1 2.2.2						
Chapel Hill Police Department				4.1.3			7.1.2 7.4.3 7.6.2	
Chapel Hill Transit		2.1.1 2.1.2 2.2.1 2.2.2 2.3.1 2.3.2						
Chapel Hill-Carrboro Chamber of Commerce						6.1.1 6.2.2 6.3.1		
Chapel Hill-Carrboro City Schools				4.1.3	5.1.4			
Charles House							7.2.1 7.2.2 7.3.2 7.4.2 7.7.2	
Church Refugee Initiatives					5.1.2			
Churches that provide services in other languages					5.1.2			
Clinical Pastoral Education							7.7.1	
Creative Care Collaborative							7.2.1 7.2.2 7.3.2 7.3.3 7.4.2 7.4.4 7.5.1 7.7.2	
Denise Bell Consulting						6.3.2		
Duke Health		2.3.1		4.1.3			7.3.1 7.3.3 7.4.2 7.7.2	

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Durham Technical Community College				4.1.3		6.1.1 6.2.1 6.2.2 6.2.3 6.3.1 6.3.2		
Dying Right NC							7.7.1 7.7.3	
Economic Development Departments						6.1.1 6.2.2 6.3.1		
Efland- Cheeks Community Center							7.4.1 7.5.1 7.5.2	
Employment Workgroup Members						6.2.4		
El Centro Hispano					5.1.2			
El Futuro							7.4.1	
Faith-based Organizations				4.1.3				
GoTriangle		2.1.1 2.1.2 2.2.1 2.2.2 2.3.2						
Green Burial Project							7.7.1 7.7.3	
Habitat for Humanity of Orange County			3.3.2					
Hannah Ruth Foundation				4.1.3				
Town of Hillsborough	1.1.1 1.2.1 1.2.2		3.1.2 3.2.1 3.2.2 3.2.3 3.3.2					8.1.1
Town of Hillsborough Planning and Economic Development Department						6.1.1		
Hillsborough Police Department				4.1.3			7.4.3 7.6.2	

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Hope Renovations			3.3.2					
Infinity Health and Wellness Center							7.4.1 7.4.2 7.4.3 7.5.1	
Kramden Institute						6.2.3		
Live Well						6.2.3		
Local Universities				4.1.3				
Marian Cheek Jackson Center							7.4.1	
Meals on Wheels of Orange County NC							7.1.2 7.2.1 7.2.2 7.6.1 7.6.2	
National Caucus and Center on Black Aging, Inc.						6.1.2 6.2.1 6.2.3 6.2.4		
Nonprofit associations (e.g., Eno River Association and Triangle Land Conservancy	1.2.1							
North Carolina Reading Services								8.1.2
North Carolina Central University				4.1.3				
Orange Congregations in Mission							7.6.1 7.6.2	
Orange County Board of County Commissioners	1.1.1							
Orange County Community Centers					5.1.3			
Orange County Departments, local organizations, and Orange County Community Relations								8.1.1 8.1.2 8.1.4
Orange County Cooperative Extension							7.6.1 7.6.2	

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Orange County Department on Aging	1.1.1 1.2.1 1.2.2	2.1.1 2.1.2 2.2.1 2.2.2 2.2.3 2.3.1 2.3.2	3.1.1 3.1.2 3.2.2 3.2.3 3.3.3	4.1.1 4.1.2 4.1.3 4.1.4	5.1.1 5.1.2 5.1.3 5.1.4	6.1.1 6.1.2 6.2.1 6.2.2 6.2.3 6.2.4 6.3.1 6.3.2	7.1.1 7.1.2 7.1.3 7.1.4 7.2.1 7.2.2 7.2.3 7.3.1 7.3.2 7.3.3 7.4.1 7.4.2 7.4.3 7.4.4 7.5.1 7.5.2 7.6.1 7.6.2 7.7.1 7.7.2 7.7.3	8.1.1 8.1.2 8.1.3 8.1.4
Orange County Department of Environment, Agriculture, Parks and Recreation	1.1.1 1.2.1		3.2.2 3.2.3					
Orange County Department of Housing and Community Development			3.2.1 3.2.2					
Orange County Department of Social Services/ NC Works						6.1.1 6.1.2 6.2.1 6.2.2 6.2.3 6.2.4 6.3.1	7.1.4 7.4.1 7.6.1 7.6.2	
Orange County Economic Development						6.1.1 6.2.2 6.3.1		

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Orange County Emergency Services							7.1.1 7.1.2 7.1.4 7.2.1 7.2.2 7.3.1 7.3.3 7.4.3 7.4.4 7.5.1 7.7.2	
Orange County Fire Departments							7.1.2 7.1.4 7.4.3 7.4.4 7.5.1	
Orange County GARE						6.3.1 6.3.2		
Orange County Health Department		2.3.1					7.1.1 7.3.1 7.4.2	
Orange County Home Preservation Coalition			3.3.1 3.3.2 3.3.3					
Orange County Human Rights and Relations			3.2.2		5.1.2			
Orange County Planning Department			3.1.2 3.2.1 3.2.2 3.2.3 3.3.2					
Orange County Public Library	1.1.1			4.1.1 4.1.2		6.1.2 6.2.1 6.2.2 6.2.3 6.2.4		

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Orange County Public Transit		2.1.1 2.1.2 2.2.1 2.2.2 2.3.1 2.3.2					7.5.1	
Orange County Sheriff's Office				4.1.3			7.1.1 7.1.2 7.1.4 7.2.1 7.2.2 7.4.3 7.4.4 7.6.2	
Other local Law Enforcement Organizations				4.1.3				
PeeWee Homes			3.2.3					
Piedmont Health		2.3.1					7.3.1 7.3.3 7.4.2 7.7.2	
Refugee Community Partnership					5.1.2			
Refugee Resettlement Agencies					5.1.2			
Refugee Support Center					5.1.2			
Refugee Wellness Center					5.1.2			
Residential Services, Inc				4.1.1.				
RL Mace Universal Design			3.1.2					
Rogers Road Community Center							7.4.1	
Ron Kunkel Technology Consultant						6.1.1		
SAGE Central NC							7.2.1 7.2.2 7.7.1	
Schley Grange Hall (The Grange)							7.5.1	
SCORE						6.2.2		
Seymour Center Spanish Social Club					5.1.2			

	1 Outdoor Spaces & Buildings	2 Transportation	3 Housing	4 Social Participation	5 Respect & Social Inclusion	6 Civic Participation & Employment	7 Community Supports & Health Services	8 Communication & Information
Seymour Technical				4.1.3		6.2.3		
Shrouding Sisters							7.7.1 7.7.3	
Small Business Technology Development Center						6.3.1		
The Entrepreneur's Source						6.2.2		
Town of Mebane	1.1.1 1.2.1 1.2.2							
Triangle Area Business Network International						6.1.1 6.3.1		
Triangle J Council of Governments			3.2.1 3.3.1 3.3.2 3.3.3					
UNC City and Regional Planning Department			3.3.1					
UNC Division of Occupational Science and Occupational Therapy			3.1.2 3.3.1 3.3.2			6.3.2		
UNC Geriatrics							7.1.1	
UNC Health Care		2.3.1		4.1.3			7.1.2 7.3.1 7.3.3 7.4.1 7.4.2 7.7.2	
UNC Hillsborough							7.7.1	
UNC Hospitals							7.1.3	
UNC Partnerships in Aging Program			3.1.1 3.2.2					
UNC TEACCH Autism Program				4.1.1				

2021 MAP Community Survey: Who Completed the Survey?

TOTAL RESPONSES	1040	
Online	828	80%
Paper	212	20%
Orange County Residents (sample presented today)	940	90%

AGE		
18-44	61	7%
45-69	405	44%
70+	446	49%

GENDER		
Man	216	26%
Woman	591	70%
Trans man	1	<1%
Trans woman	1	<1%
Gender queer/gender non-conforming	2	<1%

RACE AND ETHNICITY (SELECT ALL THAT APPLY)		
African American or Black	108	12%
American Indian or Native American or Alaska Native	11	1%
Asian	61	7%
Hispanic or Latinx	22	2%
Pacific Islander or Native Hawaiian	2	<1%
White	684	73%
Other	12	1%

PRIMARY LANGUAGES SPOKEN IN YOUR HOME (SELECT ALL THAT APPLY)		
English	772	87%
Spanish	25	3%
Chinese (including Mandarin, Cantonese, or other varieties)	30	3%
Karen	11	1%
Burmese	7	1%
Kinyarwanda	5	1%
Swahili	3	<1%
French	4	<1%
Tamil	2	<1%
Hindi	2	<1%
German	3	<1%
Other	6	1%

YEARLY HOUSEHOLD INCOME BEFORE TAXES		
Less than \$25,000	111	13%
\$25,000 to \$49,999	132	16%
\$50,000 to \$74,999	101	12%
\$75,000 to \$99,999	93	11%
\$100,000 to \$149,999	103	12%
\$150,000 or more	106	13%
Prefer not to answer	170	20%

WHERE YOU LIVE		
Chapel Hill/Carrboro	528	62%
Rural Orange County	169	20%
Hillsborough	123	15%
Other	9	1%

Note: totals may not equal 100%. Some questions allowed for multiple answer selections. Additionally, we did not include "prefer not to answer" or no response options here when values were low.

2021 MAP Community Survey: Survey Results

HOW WOULD YOU RATE ORANGE COUNTY AS A PLACE FOR PEOPLE TO LIVE AS THEY AGE?

Race and Ethnicity	Poor		Fair		Good		Very Good		Excellent	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
All	19	2%	96	11%	244	29%	307	36%	155	18%
African American or Black	6	6%	20	19%	30	29%	20	19%	20	19%
American Indian, Native American, or Alaskan Native	0	0%	2	18%	4	36%	3	27%	1	9%
Asian	1	2%	3	7%	11	26%	17	40%	10	23%
Hispanic or Latinx	1	5%	4	20%	4	20%	7	35%	3	15%
Pacific Islander or Native Hawaiian	0	0%	0	0%	1	50%	1	50%	0	0%
White	7	1%	63	10%	182	29%	244	39%	117	19%
Other	1	9%	3	27%	2	18%	4	36%	1	9%

DISCRIMINATION SCORE

	All	African American or Black	Asian	Hispanic	White
I am treated with less courtesy or respect than other people	7.7	6.9	7.8	8.0	7.7
I receive poorer service than other people at restaurants or stores	8.2	7.6	8.2	8.3	8.4
People act as if they think I am not smart	8.0	7.6	8.1	8.1	8.1
People act as if they are afraid of me	8.6	8.0	8.7	8.5	8.7
I am threatened or harassed	8.6	8.4	8.6	8.8	8.7

Note: Score possibilities ranged from 2-9. A lower value indicates experiencing discrimination more often. Averages are not an ideal summary measure of this type of data, but give us a sense of trends.

Appendix 2

Age-Friendly Orange County, NC - Master Aging Plan Survey

The community is coming together again to design the next 5-year Master Aging Plan. This strategic plan will guide "all things aging" in Orange County. We want the goals of the Master Aging Plan to reflect the issues that matter to you. We will use the results of this survey to prioritize our services, policies, programs, and more!

We expect this anonymous survey to take about 20 minutes. Thank you for your time!

If you have any questions or concerns, please contact, Cass Dictus, Fellow at the UNC Partnerships in Aging Program (cdictus@email.unc.edu). You may also call the Aging Helpline (919-968-2087) for assistance.

Are you a resident of Orange County, North Carolina?

- Yes
 - No
-

What is your age group? (select one)

- Under 18
 - 18-44
 - 45-54
 - 55-59
 - 60-64
 - 65-69
 - 70-74
 - 75-79
 - 80-84
 - 85-90
 - 95+
 - Prefer not to answer
-

Which of the following best describes you? (select all that apply)

- African American or Black
- Asian
- American Indian or Native American or Alaska Native
- Hispanic or Latinx
- Pacific Islander or Native Hawaiian
- White
- Other (please specify): _____
- Prefer not to answer

Section 2: Respect, Diversity, Equity, and Inclusion

Please note, the following are potentially difficult questions. These are an important part of our survey. We strive to be sensitive to the treatment of our community members and would like to better understand your experiences.

Thinking about your day-to-day life in your community, please rate the following statements.

	Almost everyday	At least once a week	A few times a month	A few times a year	Less than once a year	Never
I am treated with less courtesy or respect than other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive poorer service than other people at restaurants or stores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People act as if they think I am not smart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People act as if they are afraid of me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am threatened or harassed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you feel that parts of your identity play a role in these experiences? Please explain. (For example, race, age, religion, gender, sexual orientation, disability, income, education, appearance.)

Section 3: Community Assets and Needs

For this section, please take a few moments to reflect on the issues that matter most to you in an age-friendly community.

For each topic area, please select the TOP THREE things that you think need improvement in your community. There is space after each topic area if you want to share any additional thoughts.

Outdoor and Public Spaces: What are the TOP THREE things that you think need improvement in your community? (select 3)

- Public gathering spaces for socializing
 - Adequate benches and outdoor seating
 - Public restrooms at outdoor spaces
 - Safe places to walk, such as sidewalks
 - Outdoor social events and educational programs
 - Well-lit streets
 - Public spaces (including bathrooms) that are clean and accessible to people of different physical abilities
-

Outdoor and Public Spaces: Feel free to share any additional thoughts here. (Why did you pick those things? Is there something important missing from the list? Do you have any specific suggestions?)

Housing: What are the TOP THREE things that you think need improvement in your community? (select 3)

- Affordable housing options
 - Housing near services or transportation options
 - Physical housing designs that support aging in place
 - Housing that supports being a part of a larger community
 - Support to age in your community (instead of moving into a facility)
 - Information for older adults about housing options
 - Housing repair and maintenance programs and services
-

Housing: Feel free to share any additional thoughts here. (Why did you pick those things? Is there something important missing from the list? Do you have any specific suggestions?)

Social Participation: What are the TOP THREE things that you think need improvement in your community? (select 3)

- Intergenerational events and programs (involve both younger and older people)
- Affordability of events and programs
- Accessibility of events and programs for people living with disabilities
- Events for people living with or caring for persons with dementia
- Options to participate in social events and programs from home
- Services for those experiencing social isolation and loneliness
- Opportunities for social connections among older adults
- Cultural activities that celebrate our diversity
- Inclusivity in social events
- Social clubs (book clubs, gardening, crafts, etc.)

Social Participation: Feel free to share any additional thoughts here. (Why did you pick those things? Is there something important missing from the list? Do you have any specific suggestions?)

Civic Participation and Employment: What are the TOP THREE things that you think need improvement in your community? (select 3)

- Volunteer experiences that fit my preferences and talents
- Fair compensation for employment
- Help searching for and applying to jobs
- Training opportunities to learn new job skills
- Jobs that adapt to meet the needs of older people
- Opportunities to advocate for legislative or substantive community change
- Opportunities to participate in decision making bodies such as community councils or committees

Civic Participation and Employment: Feel free to share any additional thoughts here. (Why did you pick those things? Is there something important missing from the list? Do you have any specific suggestions?)

Health and Community Services: What are the TOP THREE things that you think need improvement in your community? (select 3)

- Affordable health care
- Affordable, healthy food
- Dementia-friendly programs and services
- Resources available to assist older adults in making healthcare related decisions
- Mental health services
- Quality and affordable in-home, respite, and adult day care services
- Health, wellness, and fitness programs and classes for older adults
- Caregiver supports
- Respectful and helpful hospital and clinic staff
- Assistance connecting to health care virtually, such as telehealth

Health and Community Services: Feel free to share any additional thoughts here. (Why did you pick those things? Is there something important missing from the list? Do you have any specific suggestions?)

Section 4: Communication and Services - Usage and Preferences

In order to serve you better, we want to understand how you prefer to get information and interact with services and programming.

How do you prefer to get information about your community? (select all that apply)

- Local TV stations
 - Local radio stations
 - Daily/weekly newspaper
 - Community newspaper
 - Social media
 - Other internet sources (websites)
 - Faith based organizations (churches, synagogues, mosques)?
 - Word of mouth (family, friends, neighbors)
 - Bulletin boards posted in public spaces
 - Other (please specify): _____
-

Do you regularly (at least weekly) use the internet with a computer/tablet/smart phone for any reason?

- Yes, at public space (library, senior centers)
 - Yes, at home
 - No (please explain more below)
-

If No, please tell us why you do not regularly use the internet? (select all that apply)

- I do not have access to a device (computer, tablet, smart phone)
- The internet costs too much money
- There is not internet service where I live
- I do not feel comfortable with this technology
- I do not like using this technology
- Other (please specify): _____

Are you likely are you to engage in virtual programming (Zoom, GoToMeeting, Facebook Live, or other Live Streaming events) in the future, after in-person events are allowed?

- Yes, weekly
- Yes, monthly
- Yes, but very rarely
- No (please explain): _____

In what ways have you previously engaged with the Orange County Department on Aging, including Passmore and Seymour Centers? (select all that apply)

- Social activities and connections (book clubs, Friend to Friend program, Telephone reassurance)
 - Caregiver Supports (support groups, Memory Café)
 - Educational programs (End of life panel, Movie screening)
 - Wellness activities (exercise classes, fitness memberships)
 - Staying safe at home (Durable Medical Equipment, Home safety or fall risk assessment, Home repair or modifications)
 - Individual services (Aging Transitions, Options Counseling)
 - Individual short appointments or phone call assistance (notary services, Aging Helpline)
 - Health Services (Fit feet, Covid testing, Vaccine distribution)
 - Information from website or newsletter
 - Targeted yearly programs (VITA tax assistance, Medicare Enrollment assistance)
 - Food programs (weekly lunch program, monthly food box)
 - Transportation (help finding options, volunteer driver program)
 - Employment services
 - Volunteering
 - Leadership (Project EngAGE, Senior Resource Teams, Workgroups, Boards)
-

What types of activities or services do you wish the Department on Aging/Senior Centers offered?

Other than the Department on Aging/Senior Centers, what are the main other organizations you engage with to help meet your needs?

Is there anything else you would like to share about aging in Orange County?

Section 5: About our community members

Please tell us a little bit more about you. We want to make sure we are hearing from a broad range of community members. These questions will help give us a clearer picture of people taking this survey. All your answers are anonymous.

Which best describes where you live? (select one)

- Chapel Hill/Carrboro
 - Hillsborough
 - Rural Orange County
 - Other: _____
 - Prefer not to answer
-

How long have you lived in Orange County (total years)?

- Less than 5 years
 - 5 to 14 years
 - 15 to 24 years
 - 25 to 34 years
 - 35 years or more
 - Prefer not to answer
-

How would you rate Orange County as a place for people to live as they age?

- Poor
 - Fair
 - Good
 - Very good
 - Excellent
 - Prefer not to answer
-

Are you a U.S. military veteran?

- Yes
- No
- Prefer not to answer

What sex were you assigned at birth, on your original birth certificate?

- Male
 - Female
 - Prefer not to answer
-

What is your current gender identity?

- Man
 - Woman
 - Trans man
 - Trans woman
 - Genderqueer/gender non-conforming
 - Different identity (please specify): _____
 - Prefer not to answer
-

Do you think of yourself as: (select all that apply)

- Straight/ Heterosexual
 - Gay or Lesbian/ Homosexual
 - Bisexual
 - Other (please specify): _____
 - Prefer not to answer
-

What are the primary languages spoken in your home? (select all that apply)

- English
 - Spanish
 - Chinese (including Mandarin, Cantonese, or other varieties)
 - Karen
 - Other (please specify): _____
 - Prefer not to answer
-

What is your yearly household income before taxes? (select one)

- less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more
- Prefer not to answer

What is your employment status? (select all that apply)

- Self-employed, full-time
- Self-employed, part-time
- Employed, full-time
- Employed, part-time
- Unemployed, and looking for work
- Retired and volunteering
- Retired, not working at all
- Not in the labor force for other reason (please specify): _____
- Prefer not to answer

