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|  | Orange County Master Aging Plan |
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| 2023-2024 | MAP Implementation Matrix: Year 2 |
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Workgroups:

Outdoor Spaces and Buildings

Transportation

Housing

Social Participation and Inclusion

Employment

Community Support and Health Services

Communication and Information

**Orange County Master Aging Plan Implementation Matrix: Year 2: 2023/24**

[**Outdoor Spaces & Buildings Workgroup**](#outdoor)

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.

[**Transportation Workgroup**](#Transportation)

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.

[**Housing Workgroup**](#housing)

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.

[**Social Participation, Respect, and Inclusion Workgroup**](#social)

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

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

[**Employment Workgroup**](#employment)

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.

[**Community Support & Health Services Workgroup**](#health)

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.

**Communication and Information Workgroup**

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

**Outdoor Spaces and Buildings Workgroup – Year 2 Priorities**

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

| Indicator | Lead Agency | Q1: Jul – Sep 2023 Activities  | Q2: Oct – Dec 2023 Activities | Q3: Jan – Mar 2024 Activities | Q4: Apr – Jun 2024 Activities |
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| 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. |
| [Complete Year 2]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 | A letter was mailed in early July to 5 jurisdictions (one of which has this in policy and was commended) requesting this indicator.  |  | Chapel Hill Parks and Recreation Commission, Carrboro Parks and Recreation, OC Parks and Recreation, Parks and Recreation Board- Hillsborough, and OCDOA are meeting this indicator.  |  |
| [Complete Year 2] 1.1.1b. Other non-municipal and non-profit trail owners/groups are invited to join the MAP Outdoor Spaces workgroup. | OCDOA | The group brain-stormed and recommended reaching out to the following to request involvement:Duke Forest; UNC Recreation; Eno River State Park |  | Eno River Association- gave a new contact and partner to invite to the table: Triangle Land Conservancy Connected with Eno River Assoc– interested in outdoor accessibility and walking events |  |
| 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 | Worked with community member and the NCCU alumni association to invite members and local AA churches and historical AA communities to a presentation on this topic – Offered in July with 25 participants at the Seymour Center.  | Presented to the Spanish social group 10/5 (12) and the Mandarin speakers 10/26 (18) at the Seymour Center with PP in relevant languages.  | Eno River Association, held a Strategic Conservation Plan Community Meeting in Durham and Orange- The meeting took place at the Passmore Center on Tues, Jan 30th, 80 people attended event. |  |
| 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 | See above  | See above | See above |  |
| Objective 1.2: Improve equitable access, availability, convenience, and use of outdoor spaces and buildings by everyone. |  | 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. |  | Strategy 1.2.1: Increase accessibility, diversity, and safety to encourage inclusiveness in public outdoor spaces and buildings by older adults of all abilities. |
| 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) | 9/26 90+ years young tea held on patio at Seymour CtrJuly 15 – uproar outdoor art festival. Mobility and accessibility are major components | 10/13 Picnic at Blackwood Farm Park sponsored by Passmore Ctr10/26 Intergenerational Halloween Carnival held at ECCC. Cedar Falls ParkOCDOA dialoged with Town of CH staff regarding the Town’s AARP Challenge Grant and holding a community awareness event around pedestrian and bicycle safety event. Town will wait to spring to offer a large community event to share info.  | Eno River Assoc - EnoFest Returns – The Festival for the Eno returns in 2024 and Wood Whittling by the Eno/Walking Stick WorshopOCDOA – Farmer’s Market, Garden Club at both Seymour and Passmore |  |
| 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 | Cedar Falls Park in summer issueWeekly walks offered at Eno River WalkStarting in Sep weekly walks at parks near/around Seymour and Homestead Park | Blackwood Farm Park in fall issueWeekly walks offered at Eno River WalkWeekly walks at parks near/around Seymour and Homestead Park | Gold Park in Summer Issue of EPWeekly walks offered at Eno River WalkOCDOA- Walking Challenge at Seymour Center (Jan 8- Feb 16) |  |
| 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 | As needed and requested | As needed and requested | As needed and requested |  |
| 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 | An action was discussed and implement to ask in the next IGPWG mtg  | Hills – in the park planning – unique address pt. 1/10 mile, and directional signage at ea. IntersectionCarrboro – working on branding and wayfinding signageTLC – Has had EMS out to view trails and working on updating accessibilityCH – uses and encourages phone # and awareness to specific locations; working to update best practice for information and dialogue among usersOC several park managers are onsite and use of emergency access and/or calling the main OCDEAPR officeUsing ParkWatch was mentioned with signage and QR codes | Intergovernmental Parks Work Group will meet in April- OCDOA will attend and report back to group actions and next stepsIt was discussed that using Park Watch was not user friendly/the best tool |  |
| 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 | See 1.1.1c & d – public meetings 7/17 | See 1.1.1c & dPublic meetings 10/5 & 10/28 | Town of Hills- Offers a 12 week course aimed at helping community members increase knowledge including outdoor spaces called Government 101 |  |
| 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 | TOCH received AAPR challenge grant to improve pedestrian safety informed by universal design principals  |  | Town of Hills -it was suggested that we contact the Planning Dept regarding Universal Design OrdinanceTown of Carr- gave their Planning Contact |  |
| 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 |  | 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 |
| 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 | Funding on hold |
| 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 | Patio furniture/cushions and gardens updated at the Centers |  | OCDOA- are upgrading, cleaning and decorating all outdoor spaces including patios, balconies, etc., for this coming Spring at both Passmore and Seymour CenterOC Gov- Approved in the CIP a New Outdoor Storage Building/Unit at Seymour |  |
| 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 | **[Completed in Hills, focus on CH, Carr in Year 2]**3 additional signs given to town of Hills and put in place | 4 signs given to CH transit for placement in high traffic ridership by older adults.  | Town of Carr- Still in the worksNoted: Shout out to the Town of Ch Hill for the newly and impressive bus shelters including bike stations and public art that are displayed at some of the locations. |  |
| 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 | **[Completed in Hills, Carr and OC senior centers, focus on CH in Year 2]**Garden clubs at each center are inviting with open invite in each issue of Endless Possibilities.  | Garden clubs at each center are inviting with open invite in each issue of Endless Possibilities.  | Garden clubs at each center are inviting with open invite in each issue of Endless Possibilities. Town of Ch Hill- In the works, will update |  |
| 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 | A list of quiet meditative spaces was collected and shared with the group | An article was included with the list and shared in the Winter Endless Possibilities | Eno River Assoc- 2 nature preserves identified as meditation spaces for caregivers as follows: Confluence Nature Area and Panther Branch Natural Area |  |

**Transportation Workgroup – Year 2 Priorities**

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

| Indicator | Lead Agency | Q1: Jul – Sep 2023 Activities  | Q2: Oct – Dec 2023 Activities | Q3: Jan – Mar 2024 Activities | Q4: Apr – Jun 2024 Activities |
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| Objective 2.1: Increase access to transportation information and travel training. |
| Strategy 2.1.1: Educate older adults on how to access transit information |
| 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 | In progress, final to be ready in Q3  | Workgroup edits received in December 2023, new draft to be shared Q3 | Draft finalized in Q3 |  |
| 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 | Ongoing | Ongoing | Ongoing |  |
| 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 | In progress – schedules printed from online as needed | Schedules printed from online as needed, OCPT updated and provided schedules for Orange-CH Connector available at both senior centers | Schedules printed from online as needed |  |
| 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 | Transportation Information Tableat Seymour Center – 7/13, 8/03, 9/14at Passmore Center – 7/11, 8/1, 9/12 | Transportation Information Tableat Seymour Center – 10/12, 11/09, 12/14at Passmore Center – 10/10, 11/14, 12/12Senior Driver Safety Week – Dec 4-8Make the Connection: Bus Riding 101 (Virtual), 12/1What’s Appening (Virtual), 11/8; 12/13CarFit and Winter Check Event; Seymour Center, 12/5Fixed Route Field Trip by Bus to Ackland Art Museum; 12/15 | Transportation Information Tableat Seymour Center – 1/11, 2/8, 3/14at Passmore Center – 1/9, 2/13, 3/12Make the Connection: Transit 101 – 1/5, 2/2, 3/1What’s APPening – 1/10, 2/14, 3/13Courtyard at Homestead Aging in Place Presentation – 1/25OC Road Show Cedar Grove – 1/31Azalea Estates – 3/15 |  |
| 2.1.1e. The Department on Aging’s Transportation Helpline is able to provide multilingual information to callers. | OCDOA | Language line available- no callers in Q1 | Language line available- no callers in Q2 | Language line available- no callers in Q3 |  |
| Strategy 2.1.1: Improve door-to-door and fixed-route services to increase the comfort and confidence of older adult riders |
| 2.1.1a. Guided bus trips to popular destinations that are accessible by public transit are offered regularly by Senior Center. | CPT, CHT, OCDOA | Fixed Route Field Trip to Ackland Museum scheduled Sept 2023, rescheduled for Dec 2023 | Fixed Route Field Trip by Bus to Ackland Art Museum; 12/15 | No trips scheduled |  |
| 2.1.1b. Strategies for matching confident transit users with potential riders and less experienced users are identified and promoted. | CPT, CHT, OCDOA | Hold for Q3  | On hold to discuss in Q3 | Discussed Go Buddy Transit program with coordinator for Go! Chapel Hill  |  |
| 2.1.1c. 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 | Ongoing – transit providers in line with FTA requirements | Ongoing – transit providers in line with FTA requirements | Ongoing – transit providers in line with FTA requirements |  |
| 2.1.1d. 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 | MOD provides real-time info on app, no tracking for EZ Rider, but OCPT’s dashboard in progress | OCPT dashboard in progress, CHT fixed routes timing on Transit App, https://www.mychtransit.org/ | EZ Rider sending texts or calls to riders with arrival time |  |
| 2.1.1e. The Department on Aging’s Transportation Helpline is able to provide multilingual information to callers. | OCPT, CHT, GoTriangle, OCDOA | Language line available- no callers in Q1 | Language line available- no callers in Q2 | Language line available- no callers in Q3 |  |
| 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 |
| 2.2.1a. Fare-free transportation to Senior Centers is made available to older adults throughout the county. | OCDOA, OCPT, CHT, GoTriangle | OCPT providing no-cost transportation to lunch participants | Lunch service continues to be provided to both senior centers | Lunch service continues to be provided to both senior centers |  |
| 2.2.1b. An analysis of fare policies is completed to understand the goals of fare collection. | OCDOA, OCPT, CHT, GoTriangle | Hold for Year 3 | On hold | On hold |  |
| 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 | Attended CHT BRT focus group | Transportation Helpline survey started | Transportation Helpline survey completed, OCPT Short Range Transit Plan – events, survey promoted in EP E-News |  |
| 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 | Hold for Year 3 | On Hold | On Hold |  |
| 2.2.1e. Overall service hours and destinations are increased by transportation providers. | OCDOA, OCPT, CHT, GoTriangle | Identified the need to collect this data for baseline, hold for Year 3  | On hold | On hold |  |
| Strategy 2.2.2: Raise awareness of issues related to aging and transportation throughout Orange County. |
| 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 | Annual event/promotions calendar created, CarFit 1:1 offered | Transportation Information Tableat Seymour Center – 10/12, 11/09, 12/14at Passmore Center – 10/10, 11/14, 12/12Senior Driver Safety Week – Dec 4-8Make the Connection: Bus Riding 101 (Virtual), 12/1What’s Appening (Virtual), 11/8; 12/13CarFit and Winter Check Event; Seymour Center, 12/5Fixed Route Field Trip by Bus to Ackland Art Museum; 12/15 | Transportation Information Tableat Seymour Center – 1/11, 2/8, 3/14at Passmore Center – 1/9, 2/13, 3/12Make the Connection: Transit 101 – 1/5, 2/2, 3/1What’s APPening – 1/10, 2/14, 3/13Courtyard at Homestead Aging in Place Presentation – 1/25OC Road Show Cedar Grove – 1/31Azalea Estates – 3/15 |  |
| 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 | Hold for Year 3 | Hold | Hold |  |
| 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 | Hold for Year 4 | Hold | Hold |  |
| 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 | 1 new member added | No new members added | No new members added |  |
| Strategy 2.2.3: Increase the capacity of the Volunteer Driver Program (VDP) to bridge gaps in existing transportation services. |
| 2.2.3a. 90% of ride requests are matched with a driver. | OCDOA | 50% of trip requests were provided  | 100% of ride requests were matched with a volunteer driver or a paid service 104 rides provided; volunteers provided 17 rides (8 round-trips and 1 one-way) | 95% of ride requests matched with volunteer driver or paid service |  |
| 2.2.3b. The number of volunteer drivers is increased across all county zip codes. | OCDOA | 1 new driver added, total 3 | No new drivers enrolled | No new drivers enrolled |  |
| 2.2.3c. 10 new riders are added to the program annually. | OCDOA | 2 new riders registered | 8 new riders enrolled | 4 new riders enrolled |  |
| 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 | MOD provides same day but requires app/smartphone; GoGoGrandparent service not successful as backup for volunteer drivers | If volunteer not available, ride request was fulfilled using a paid service (Uber, Lyft or MOD) 87 rides were paid using 5310 funds, $1169.41 total spent in Q2 | MOD service and fixed-route bus service promoted in classes as same-day option |  |
| 2.2.3e. One annual campaign is held to increase participation and awareness of the program. | OCDOA | To be held in Q3 | On hold | Intergenerational Event – CarFit & CarSeat Checks planned for Q4 |  |
| 2.2.3f. Demographic data of riders and drivers are collected and reviewed to identify and address inequities in service | OCDOA | Hold for Year 3 while collection of VDP rider data in progress | Hold for Year 3 while collection of VDP rider data in progress | Hold for Year 3 while collection of VDP rider data in progress |  |
| 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. |
| 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) | Q1 Transportation Workgroup met in September 2023 | Q2 Transportation workgroup met in November 2023 | Q3 Transportation workgroup met in February 2024 |  |
| 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 | Hold for year 4 | Hold for year 4 | Hold for year 4 |  |
| Strategy 2.3.2: Advocate for streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/ Carrboro. |
| 2.3.2a. Options for simplifying the process for a two-part ride for cross-county demand response trips are explored. | OCDOA, CHT, OCPT, GoTriangle | Ongoing  | Ongoing | Ongoing |  |
| 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, CHT, OCPT, GoTriangle | Attended NS BRT focus group | None | Attended: Orange County Public Transportation’s Short range transit plan 2024-2029 pop-up event, survey promoted March 2024MPO’s Locally Coordinated Plan Meeting March 2024 |  |

**Housing Workgroup – Year 2 Priorities**

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

| Indicator | Lead Agency | Q1: Jul – Sep 2023 Activities  | Q2: Oct – Dec 2023 Activities | Q3: Jan – Mar 2024 Activities | Q4: Apr – Jun 2024 Activities |
| --- | --- | --- | --- | --- | --- |
| 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. |
| [Complete Year 1/On hold until Year 4] 3.2.1a. The Senior Housing Guide is updated every two years. | OCDOA, UNC Partnerships in Aging Program | See 2023 Housing Guide: <https://www.orangecountync.gov/DocumentCenter/View/15179/Senior-Housing-Guide-2023>* Workgroup leaders presented to community 9/20/23 at 4:30p at Seymour Center
* Will present at Passmore Center in January 2024
 |
| 3.2.1b. 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 | Planned for Year 2 MAP:* ADU tour
* Universal design
* Fair housing law coordination with office on equity (scheduled for March 2024)

411 In Senior Housing presentation offered in September | Presentations finalized and scheduled for:* ADU Panel
* Fair Housing
* 411 In Senior Housing (second attempt)
 | Completed presentations on:* Fair Housing
* 411 in Senior Housing

Both successful, and well attended |  |
| Strategy 3.1.2: Educate and incentivize the community, governmental agencies, developers, and lenders to develop housing with livable (universal) design elements. |
| 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) | Outreach and education on affordable housing in county through new senior housing guide. |  |  |  |
| 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 | MAP representation on OC and CH land use management updates (2 year process)Workgroup leaders developed job description to hire MPA student intern for policy research | MPA Student hire in progress | MPA Student position posted, awaiting applicants |  |
| 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 | OCDOA continues to consult with 2 projects in development a co-op community and an CCRC | OCDOA continues to consult with 2 projects in development a co-op community and an CCRC | OCDOA continues to consult with 2 projects in development a co-op community and an CCRCOCDOA made aware of approved Senior Housing Development on Legion Rd. Beginning to organize around public comment.  |  |
| [On Hold for Year 3]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 | To be completed by policy student in Y3 |
| 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. |
| 3.2.1a. Data identifying race-based, socioeconomic status, and income-based housing demographics in Orange County are collected. | Triangle J Council of Governments (CPRC), 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 | **[Year 1 gathered US Census data on race, disability, living arrangement, employment for older adults in OC featured on** [MAP website](https://www.orangecountync.gov/3250/2022-27-Orange-County-Master-Aging-Plan-)**]*** Focus on accessing housing and income data in Year 2:
	+ % renter vs homeowner
	+ AMI
 |  |  |  |
| 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). | CPRC, 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 | On hold to Year 3 after all data is collected and analyzed |
| 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. | CPRC, 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 | On hold to Year 3 after all data is collected and analyzed |
| Strategy 3.2.2: Reduce barriers to group and individual efforts to obtain affordable housing. |
| [Completed in Year 1] 3.2.2a. Older adults’ interests are represented through membership in Orange County’s Affordable Housing Coalition. | OCDOA, UNC Partnerships in Aging Program | Completed in Year 1: OCDOA and MAP representatives sit on OCAHC |  |  |  |
| 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 | **[Indicator achieved in CH in Year 1]*** Focus on Carr, Hills, and OC for year 2
 |  |  |  |
| [Complete Year 2] 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 | Fair Housing Workshop will be conducted during Aging in Community Series | Fair housing workshop scheduled March 2024Will create 1 page resource guide based on presentation | Resource guide on fair housing is provided by Office of Equity and Inclusion |  |
| Strategy 3.2.3: Expand the array of affordable senior housing designs and models |
| 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 | **[Indicator achieved in OC and CH in Year 1]*** Focus on Carr, and Hills for year 2
 |  | Added to Policy exploration list of MPA student.  |  |
| 3.2.3b. A pathway to connect seniors seeking shared housing is implemented. | OCDOA, Community Empowerment Fund, Empowerment, Inc. | On hold until Year 3 |
| Objective 3.3: Improve the preservation and quality of homes for older adults through repair and modifications. |
| [Completed year 1 with [2023 Evaluation](https://www.med.unc.edu/healthsciences/cpl/wp-content/uploads/sites/1281/2023/08/OCHPC_23_finalreport.pdf)/Next update in Year 4]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.  |
| [Complete Year 1] 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, CPRC, UNC City and Regional Planning Department, UNC Division of OS/OT | [See 2023 Evaluation](https://www.med.unc.edu/healthsciences/cpl/wp-content/uploads/sites/1281/2023/08/OCHPC_23_finalreport.pdf) for most recent race and housing data for OCHPC |
| 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, CPRC, 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, CPRC, UNC Division of OS/OT | 2023 Evaluation findings on race/ethnicity of households served:* American Indian: less than 1%
* Asian: 1%
* Black or African American: 71%
* Latine: 1%
* White: 14%
* Two or more races: less than 1%
* Race unknown: 11%

This indicates that we are serving historically excluded racialized groups appropriately through the Coalition. |  |  |  |
| Strategy 3.3.2: Support older adult homeowners and tenants in navigating home repair and modifications systems and services of OCHPC Partners. |
| [Complete Year 1] 3.3.2a. The OCHPC is sustained with ongoing, dedicated sources of financial support. | OCHPC Partners, Hope Renovations, Habitat for Humanity of Orange County, CPRC, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, and OC Planning Department, UNC Division of OS/OT | OCHPC funded through OC Housing |  |  |  |
| [Complete Year 1] 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, CPRC, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT | Habitat, RTT, CPL, PiAP, and County have formed a “Coordination Crew” that focuses on working cases through the repair networks and timeline. SOPs and guidelines are being developed to support navigation. |  |  |  |
| 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, CPRC, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT | On hold until able to connect with partners with access to databases | Connecting with Carr resource guide, OC resource guide (also in Spanish), DoA list of contractors, and Hope Reno on graduates list to consolidate into a flyer or resource list for website |  |  |
| 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, CPRC, Chapel Hill Department of Affordable Housing and Community Connections, Town of CARR, Town of HILLS, OC Planning Department, UNC Division of OS/OT | On hold due to staff capacity | On hold due to staff capacity | On hold due to staff capacity |  |
| 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. |
| 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 | OCDoA has reoccurring/sustainable funding of $5,000/FY |  |  |  |
| 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, CPRC | HOPE Renovations expanded to Wake County, offers sliding scale pricing for repairs, holds Thursdays for small repair jobs and is seeking grants to increase the number of no cost jobs |  |  |  |
| 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. | 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. | MCJC actively strategizing for renewal of Northside Neighborhood Initiative landbank. | Working with UNC Planning Dept to get masters student to identify gentrification hotspots in other parts of the county, (e.g. Fairview, Rogers Road) that can support recommendations for other areas where landbanking could be helpful.Consider Land banking 101 training |  |  |
| 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, CPRC | Hiring MPA intern to explore fund developmentOCHPC has provided Repair Network Status Memo to OCAHC Home Preservation Sub-committee who plan to advocate for CIP funds to be set aside for home repair and modification. |  | OCHPC has provided Hillsborough Repair Network Status Memo to OCAHC Home Preservation Sub-committee who plan to advocate for Hillsborough Affordable Housing funds to be set aside for home repair and modification.OCHPC spoke on behalf of TOCH Housing Bond and Affordable Housing, emphasizing need for preservation funds and senior housing while providing data to Town Council Members.  |  |
| 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, CPRC | Hiring MPA to explore equity exemptions  |  |  |  |

**Social Participation, Respect, and Inclusion Workgroup – Year 2 Priorities**

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

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

| **Indicator** | **Lead Agency** | **Q1: Jul – Sep 2023 Activities**  | **Q2: Oct – Dec 2023 Activities** | **Q3: Jan – Mar 2024 Activities** | **Q4: Apr – Jun 2024 Activities** |
| --- | --- | --- | --- | --- | --- |
| **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.** |
| **[Complete Year 2]**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 | \*WAVES Seminars for Mandarin-Speakers at Seymour- Hybrid\*Enrichment Life Group for Mandarin Speakers- ongoing\*Aug 11-Healthcare 101 for Mandarin Speakers at Seymour\*Sept 11- Caregiver Empowerment for Mandarin Speakers- hybrid\* Sept 18- Dual Eligibility 101- Mandarin\*Sept 26- Dual Eligibility-EspanolNC Chinese Opera Society\* Sept 28- Lunch and Learn Engaging Topics- bilingual eventSept 28 Mid-Autumn Festival-  | \*Oct 19-Spanish Cinema at Seymour\*Oct 23-Chinese Karaoke for Mandarin speakers at Seymour\*Nov 9-El Centro presenta Hispanos en Plenitud! at Seymour\*Oct 12 & Nov 16- Caregiver Empowerment for Mandarin Speakers- hybridDec 2- Jingle Jamboree at Seymour-translation in Mandarin\*Dec 12- Chinese Karaoke for Mandarin speakers\* Aging Podcast for People who are Blind or Print Impaired partnered with North Carolina Reading Service | \*WAVE Seminars for Mandarin Speakers at Seymour every Monday (20)\*Enrichment Life Group in Mandarin at Seymour (15)\*Jan 19-Eat More Plants Cooking Class at Seymour in Mandarin (16)\*Jan 25, Feb 22 & Mar 28-Experience the World through Film & Food at Seymour (13, 8, 13)\*Jan 31-A Greek Girl in Auschwitz at Passmore (45)\*Feb 9- Chinese New Year Celebration at Seymour (100)\*Mar 22-Spanish Club Interest Meeting at Passmore (9) | \*Apr 18- HEAL wellness education and screenings in English, Spanish, Mandarin (28)\*Apr 18 - Lunch and Learn Korean culture\*Apr 25, May 23- Experience the world through film & food\*Apr 19 – Eat more plants cooking class English & Mandarin (12) |
| **[Complete Year 2]** 4.1.1b. Develop neurodivergent programming (e.g., people with learning differences) with assistance from partner organizations. | OCDOA, Triangle Disability and Autism Services formerly known as Arc of Orange, Residential Services, Inc. (RSI), OC Library, University of North Carolina TEACCH Autism Program | \*Connected with Chapel Hill Library and their neurodivergent programming\*Petals with a Purpose- meets every Wednesday at Seymour  | \*Connected with Autism Society to discuss training similar to the library for Senior Center staff and volunteers\*Dec 7th- Held the training for all staff and volunteers with Autism Society | \*Feb 29-Josh’s Hope LifeTrack in Orange County with Sheriff’s Office (2)\*Petals with a purpose-ongoing (13)\*Pickleball for Parkinson’s ongoing at Seymour (10)\* R-Place program ongoing Wed. (45) | \*Apr 27- Memory Café with R-Place at Passmore  |
| **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.** |
| **[Complete Year 2]**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 | \*Aug 4th-Welcome to Medicare at Orange Co. Library\*Aug 7-28-Dementia Basics at UNC Meadowmont | \*Oct 13-Passmore Picnic at Blackwood Farms- 45 total\*Dec 4-Medicare Basics at Chapel Hill Library | Jan 10-31-Dementia: What Can We Expect at Chapel Hill Library\*Jan 10- Bird Watching Hike at Brumley Preserve (9)\*Feb 3-Black History Month Breakfast at Hargrave Center\*Feb 5 & Mar 12-Medicare Basics at Chapel Hill Library\*Mar 16 – Egg hunt at Efland Cheeks Ctr. (200) | \*Apr 26- Earth evening 2024 at River Park intergenerational activities (2 staff)\*May 3- Spring Picnic at Hargraves |
| **[Complete Year 1]** 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.** |
| **[Complete Year 2]**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 | \*Jul 19-Library Storytime at Passmore- 16 total\*July 5- intergenerational movie “Greatest Showman” at Passmore- 7 total\*Aug 8-intergenerational movie “Mr Poppers Penguins” at Passmore- 4 total | \*Oct 26-Halloween Carnival at Efland Cheeks Community Center- 172 total\*Oct 27-Intergenerational Board Games at Passmore- 3 total\*Nov 10-Veteran’s Appreciation at Passmore with Civil Air Patrol, Boy Scouts, and Cedar Ridge Choir- 75 total\*Dec 22nd- All Aboard the Polar Express at Seymour | \*Jan 9-Crafting with a Cop at Passmore- 10 total\*Feb 17-Celebrating Your Soul at Passmore (13)\*Feb 19-International Day: Women & Girls in Science- (6)\*Tech Knowledge 1st & 3rd Sat. at Seymour by appointment\*Mar 13- Cedar Grove Law end of life (20)\*Mar 7- Veteran’s Meetup- \*Mar 16 – Egg hunt at Efland Cheeks Ctr. (200) | \*Apr 19- Intergenerational Career Day |
| **[Complete Year 2]** 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 | \* Sep 11-16, Grandparents week with Girl Scouts- Seymour | \*Nov 10-Veterans Breakfast at Passmore- Civil Air Patrol and Boy scout troop | \*Jan 12-MLK Event with NCCU Alumni\*Feb 19-International Day: Women & Girls in Science- 6 total\*Feb 3- Lunar New Year Art Show with Chinese Cultural Association (44)\*Mar 9- CH Historical Society (48) | \*Apr 10- LGBTQ+ intergenerational regale at UNC \*Apr 13- Grow with Google protect from scams. Event partner Delta Sigma Theta (25)\*Apr 26- Gardening workshop with Carrboro Garden Club |
| **[Complete Year 2]** 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 | \*Jul 18 & Aug 15- Dementia Let’s Talk About it virtual- Total 12\*Aug 4-Cargiver Education at Seymour-offered but low enrollment | \*Oct 9-30- Dementia Basics at Passmore- total 13\*Nov 8- I’m a Caregiver Now What? At Seymour\*Nov 6- Caregiver Day of Care- Seymour | \*Feb 16 & Feb 20-Dementia: Let’s Talk About It-virtual\*Apr 9, 16, 23, 30-Dementia: What Can We Expect at Chapel Hill Library\*Mar 22 – Heart to Heart Café (Mandarin end of life options talk w/ families) (10) | \*Apr 23 – Estate planning strategies (20)\*Apr 25- Durham VA Caregiver and Family resources fair (2 staff)\*May 18- End of Life Expo |
| **Strategy 4.1.4: The racial and ethnic diversity of attendees is increased.** |
| 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 | \*Continuing to track with OCDOA membership in RecTrac |  |  |  |
| **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.** |
| **[Complete Year 2]** 5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff annually. | OCDOA | \*Planning training with Autism Society | Dec 7- Training offered with Autism Society for all staff meeting and volunteers invited |  |  |
| **[Complete Year 2]** 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 | \*Continue to implement the Lobby Inclusion Project for those speaking a different language than available at front desk\* New! Welcome  | \* New! Welcome packets are located at the front desk for newcomers/first time visitors in Spanish, Mandarin and English | \*Google translate and other apps and translation devices used among participants |  |
| **[Complete Year 2]** 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 | \*World Elder Abuse Awareness at both centers\*Ngoma Self Care-Seymour\*Sep 14- Aging and the Five Senses | \*Oct 3-Advance Directive virtual\*Oct 12-Declutter: What Has Value at Passmore- 60 total\*Nov 3-Decluttering: Hoarding at Seymour\*Nov 30- New End of Life Options | \*Jan 9-Decluttering Paper Clutter at Seymour (low enroll)\*Jan 24- Age Is Not A Condom at Seymour (low enroll)\*Jan 31- Cultural Practices of Death and Dying at Seymour (33)\*Feb 15- Aging and the 5 Senses: Vision at Passmore (26)\*Feb 21- 411 in Senior Housing (15)\*Mar 14 - Death Café w/ Project Engage (8) | \*Apr 16, May 21- Should I Stay or Should I go with certified aging in place specialist\*Apr 16, 23- Online Health & Pharmacy Resources Workshop |
| **Strategy 5.1.2: Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at Senior Centers.** |
| 5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations 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 | \*Staff tables at LatinX event during summer\*Aug 27-staff tables at Latin American festival in Carrboro | \*New outreach staff person coming on board with department | \*Feb 15- Latin Health Fair @ Catholic church (3 staff tabled event) \*Feb 24- Carrboro Wellness Fair (2 staff)\*Mar 13- UNC Total wellbeing expo (2 staff)\*New Outreach staff Kathleen has identified needs for targeted outreach \*Facilitated and/or participated in 9 events, with 286 participants including targeted traditional minority communities and low vision groups.\*Provided information at outreach events in English, Spanish and Chinese. \*Began outreach calls/emails to individual churches to discuss needs and facilitate programs and services. | \*Apr 6- UNC Health on the Block (1 staff)\*Apr 20- Stroke Survivor and Caregiver event Morrisville (2 staff)\*May 15 – OCDOA Health & Wellness Fair |
| 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 | \*Group discussed 1 event or smaller events between 2 centers\*Sep 10- The Closing of a School viewing at Passmore- 110 total\*Sep 21-Hispanic/Latin Heritage Month Celebration at Seymour | \*Oct 14- The Closing of a School viewing at Seymour\*Build connection with partners-more outreach\*Focus on “club” concept like Spanish Social club at Seymour | \*Mar 22-Spanish Speakers Club interest group meeting at Passmore | \* Beginning Apr 5- Spanish Speakers Social Club starts regular meetings |
| 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 |  | \*Spanish speaking participants are increasing at Passmore | \*Gather interest for a Spanish Social Club at Passmore | \* Gearing the Passmore Spanish group to include all Spanish speakers |
| **Strategy 5.1.3: Promote social inclusion and community cohesion at the Senior Centers and other community locations.** |
| 5.1.3a. Programs are created or expanded to facilitate connections among Senior Center participants. | OCDOA, OC Community Centers | \*Busy Body and Buzz tables continue at both Centers\*Tell Me a Story writing group started | \*Oct 4-Coffee Gathering at Passmore- 9 total\*Oct 13- Passmore Picnic at Blackwood Farm\*Nov 17- Thanksgiving Luncheon | \*Solo Agers-Ongoing at Seymour (22)\*Jan 3-Speed Friendship event at Passmore-(14)\*Jan 6-27-Coffee and Walking Talks at Seymour (2)\*Jan 9-Coffee with a Cop at Passmore (50)\*Jan 16-Pub Night at Seymour (11)\*Feb 7-Newcomers’ Welcome at Passmore-(1)\*Feb 7-Galentines Gala at Seymour (13) | \*May 15-Tea and Talk in Mandarin and English\*May 3- Spring Picnic at Hargraves |
| 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 | \*Continue to collect feedback from the workgroup on the draft of survey | \*Survey wording updated and printed onto a one-page sheet\*Made available at early voting at Seymour\*Feedback from early voting led to some more re-wording |  |  |
| **Strategy 5.1.4: Work with community stakeholders to address ageism in the broader community.** |
| 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 |  |  | \*Focus on this indicator in Year 3 |  |

**Employment Workgroup – Year 2 Priorities**

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

| **Indicator** | **Lead Agency** | **Q1: Jul – Sep 2023 Activities**  | **Q2: Oct – Dec 2023 Activities** | **Q3: Jan – Mar 2024 Activities** | **Q4: Apr – Jun 2024 Activities** |
| --- | --- | --- | --- | --- | --- |
| **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.** |
| 6.1.1a. Employee Referral Communications 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 | Ongoing | Ongoing | Created list of job postings websites for major employers in Orange and Durham counties for positing on new Employment Services website. Developing list of human resources contacts for major employers in Orange and Durham counties for referral program outreach  |  |
| 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 | [US Census data gathered and shared on race, disability status, living arrangement, and employment for older adults in OC age 65+](https://www.orangecountync.gov/3250/2022-27-Orange-County-Master-Aging-Plan-) | Gathering additional data for 55-64 job seekers | Gathering additional data for 55-64 job seekers |  |
| 6.1.1c. Data on the local employment landscape includes information about older adults and racial equity and is reviewed in the workgroup annually. | OC DSS/NCWorks and OCDOA | US Census data gathered on race, disability status, living arrangement, and employment for older adults in OC | Moving from reviewing data to creating specific outreach programs for 55+ job seekers with an emphasis on racial and socio-economic diversity | Outreach efforts to engage Latino job seekers, including attending events sponsored by El Centro Hispano and producing flyers in Spanish.  |  |
| **Strategy 6.1.2: Connect job seekers with job opportunities.** |
| 6.1.2a. List potential employers and links to their job postings on the OCDOA Employment Services webpage. | OCDOA | Ongoing | Ongoing | Developed content for Employment Services website revision, which will include links for employer job sites in Orange and Durham counties |  |
| 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) | Ongoing | Ongoing  | Continued to conduct free individual job counseling sessions with individuals and provide updated job sources |  |
| 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 | Ongoing | Ongoing | Ongoing |  |
| 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 | Ongoing | Ongoing | NC Works website will be listed on revised Employment Services website and NC Works is part of outreach for job seekers who contact Employment Services  |  |
| **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).** |
| 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 | On hold while OCDOA hires or partners for position | Conducting job training sessions at locations throughout Orange County | Collaborated with DSS to promote job fairs |  |
| 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 | On hold while OCDOA hires or partners for position | Ongoing | Ongoing |  |
| 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 | On hold while OCDOA hires or partners for position | Ongoing | Continued to conduct individual job counseling sessions with individuals and provide updated job sources |  |
| **Strategy 6.2.2: Promote alternative and entrepreneurial employment opportunities.** |
| 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 | Discussions underway with OCDOA, Durham Tech, NC Works/Department of Social Services to connect resources | Developing outreach programs with an emphasis on three areas: community centers, faith-based communities and healthcare centers | Developed outreach programs with an emphasis on three areas: community centers, faith-based communities and healthcare centers |  |
| 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 | Discussions underway with OCDOA, Durham Tech, NC Works/Department of Social Services to connect resources | Ongoing | When appropriate, entrepreneurial resources continue to be discussed with job seekers who need these resources |  |
| **Strategy 6.2.3: Create job skills training for older adults to gain new skills that increase the possibility of future hire.** |
| 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 | Discussions underway with OCDOA, Durham Tech, NC Works/Department of Social Services and Chapel Hill Library to connect resources | Ongoing | Referred several clients to Orange County Library technology expert for assistance |  |
| 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** | On hold while OCDOA hires or partners for position | Ongoing | Ongoing |  |
| 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 | Discussions underway with OCDOA, Durham Tech, NC Works/Department of Social Services to connect resources | Ongoing | Ongoing |  |
| **Strategy 6.2.4: Leverage existing and forge new partnerships to reach broader audiences, improve synergy among organizations, and reduce duplication.** |
| 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 | [Website updated in 2022](https://www.orangecountync.gov/1888/Employment-Services-for-Older-Adults)Review of website ongoing with a goal to provide new content emphasizing storytelling | Ongoing | Website content under revision in March 2024 |  |
| 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 | MAP workgroup leader initiating outreach  | Developing outreach programs with an emphasis on three areas: community centers, faith-based communities and healthcare centers | Developing outreach programs with an emphasis on three areas: community centers, faith-based communities and healthcare centers |  |
| 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** | Ongoing | Ongoing | Employment resources for Orange and Durham counties were researched and will be listed on revised Employment Services website |  |
| **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.** |
| 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) | Ongoing | Ongoing | Ongoing |  |
| **Strategy 6.3.2: Provide education around practices and strategies to improve DEI in the workplace.** |
| 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** | Ongoing | Ongoing | On hold |  |
| 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)** | Ongoing | Ongoing | Identifying appropriate partner or advisory board member to proceed with this indicator  |  |

**Community Support and Health Services Workgroup – Year 2 Priorities**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Indicator** | **Responsible Agencies** | **Q1 Jul – Sep 2023****Activities** | **Q2 Oct – Dec 2023****Activities** | **Q3 Jan – Mar 2024****Activities** | **Q4 Apr – Jun 2024****Activities** |
| **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.** |
| 7.1.1a. At least 6 trainings offered quarterly. | OCDOA, Alliance Health, UNC Geriatrics, Orange County Health Department (OCHD), Orange County Sheriff’s Office (OCSO), Orange County Emergency Services (OCES) | **Dignified Death: Approaching, Navigating, Decision-Making and Care at the End of Life**August CE Topic:  The Power of Ethical Influencing held in AugustFour Suicide Prevention Intervention webinars held by OCHD in September | I’m a Caregiver – Now What Nov 8 Alliance offers MHFA trainings for adults and youth virtually monthly These trainings are open to the community for 23$ per person (material cost). | Alliance: offered MHFA trainings for adults and youth virtually monthly [6 trainings offered]OCDOA: * Hosted Dementia Basics 4-part series at the Chapel Hill Public library - 24 community members attended
* Heart Health and Hands on CPR
* Applause for Aging: Benefits of clapping hands
* Lock up your meds
* Sleeping and Healthy Aging
* Audiology at the Seymour Center
* Holiday Check Up with Brandon
* Cholesterol and Glucose Screening
* I Could hear you if you didn't mumble
* Mental Wellness Program: Paper Decluttering - 1/9/2024 - 37 attendees
* Mental Wellness Program: Aging and the Five Senses: Vision - 2/15/2024 - 26 attendees
* Mental Wellness Program: Life Coaching Mental Wellness Program - 3/4/2024 - 11 attendees
 |  |
| 7.1.1b. At least 1 training per quarter is offered by Alliance Health in conjunction with awareness month | Alliance Health | Mental Health First Aid training for adults provided through the Health Dept on Sept 14 – for Suicide awareness and prevention month: - Sept 14, 2023, Solid Waste Facility – 16 attendees | Alliance did not host a training in Orange during this quarter. Trainings are in conjunction with mental health month (May) and Suicide Awareness month (Sept). | Alliance hosted 1 Community Resilience Model training on March 13 |  |
| **Strategy 7.1.2: Enhance community and professional knowledge of available services and providers.** |
| 7.1.2a. OCDOA staff are trained in screenings to make appropriate referrals | OCDOA |  | AT staff trained in AAA/AOTA/AARP Car Fit program  |  |  |
| 7.1.2b. Local Management Entity/Managed Care Organizations (LME/MCOs) access and information line is used | Alliance Health | In use | In use | Alliance is working on a mental/behavioral health resource guide for the Latine community in Orange. And developing a mental health gatekeeper training guide to offer to community groups. |  |
| 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 | Alliance: The Orange Co. System of Care Collaborative met in Oct and Nov  | OCDOA: Bemer Demonstrations (Oct 2023 - Dec 2023)OCSO: Our Community Outreach team tabled 4 community resource events, on average each event yielded 10-15 community members | Alliance: continuously encouraging partnership among community partners across public, non-profit and private sectors to improve access and coordination of resources.MedAssist Over the Counter Medication giveway, community resource and produce box fair - Feb 9. Served 685 people in person and 55 homebound with meds (740 total). |  |
| **Strategy 7.1.3: Develop and use Peer Support Models** |
| 7.1.3a. Certified Older Adult Peer Specialist (COAPS) Program is implemented | OCDOA |  |  |  |  |
| 7.1.3b. Clinical Pastoral Education (CPE) Program is used. | ODCOA, UNC Hospitals |  | OCDOA: CPE student was scheduled for Oct-Dec but unable to come due to personnel changes in the program | No students this quarter |  |
| **[Complete Year 1]** 7.1.3c. Solo Agers support program is created and implemented | OCDOA, UNC Partnerships in Aging Program | Developed monthly solo agers meeting that supports social activity, fosters support for solo agers in the community, and provides education: July: Continuing Care Retirement Communities from speaker Carol Woods. Partners (27 attendees)August: Family Care Homes (23 attendees)September: Death Cafes (21 attendees) | OCDOA: Solo Agers Interest Group - Loneliness and Social Isolation (Educational + Social), Oct 25, 18 Attendees Solo Agers Interest Group - Scattergories (Social), Nov 15, 15 Attendees Solo Agers Interest Group - Holiday Party (Social), Dec 20, 16 Attendees Lydia presented on Solo Aging to a Neighborhood Village at Chapel Hill Library Nov 4, 20 Attendees | OCES: provided an EMS, CP and fall prevention basics presentation to approximately 22 individuals of the Solo-Agers group at Seymour on 2/28/24OCDOA: Solo Agers Interest Group - 1/24/2024 - 21 attendeesSolo Agers Interest Group - 2/28/2024 - 22 attendeesSolo Agers Interest Group - 3/27/2024 - 15 attendees |  |
| 7.1.3d. Caregiver support programs are created and implemented. | OCDOA | Offering of Twice monthly virtual, Wednesday and Friday groups at Seymour and once a month support group at Passmore; Parkinsons Support Group once monthly at Seymour ; Mandarin caregiver support group once monthly ; FTD support group once monthly – virtual | Offering of Twice monthly virtual, Wednesday and Friday groups at Seymour and once a month support group at Passmore; Parkinsons Support Group once monthly at Seymour ; Mandarin caregiver support group once monthly ; FTD support group once monthly – virtual  |  |  |
| **Strategy 7.1.4: Develop and use a hoarding task force to support housing stability for older adults.** |
| **[Complete Year 1]** 7.1.4a. Taskforce is created. | OCDOA, OC Department of Social Services (DSS), OCES, OCSO, OC Fire Departments |  | Task force meeting monthly (no December mtg) | Task force meeting monthly |  |
| 7.1.4b. Training for professional and community members is created and implemented twice a year. | OCDOA, OC DSS, OCES, OC Fire Departments |  | OCDOA: Decluttering Initiative, Oct 12, 60 Attendees Decluttering and Hoarding Initiative, Nov 3, 22 Attendees |  |  |
| **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.** |
| **[Completed Year 2]** 7.2.1a. A comprehensive list to connect older adults with desired opportunities is maintained by VC 55+. | OCDOA | Updated volunteer opportunity list and volunteer orientations with contact information for new VC55+ Volunteer Coordinator and provided copies at each center as well as tabling events | OCDOA: List is updated quarterly and published in Endless Possibilities | OCDOA: List is updated quarterly and published in Endless Possibilities |  |
| 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 | Connected with Nancy Zeman of Family Reading Partners about volunteersShared information about volunteering with the Hillsborough Community Garden to 271 OCDoA volunteers Shared information about volunteering for Hog Day (Snow Approach Foundation managed volunteers for the event) to 271 OCDoA volunteers 8/30/23 Shared information about DELIVEReads program through Orange County Libraries/Orange County Transportation to 275 OCDoA volunteers 9/5/23Shared information about Camp BRIGHT to 273 OCDoA volunteers 9/8/23 | OCDOA: Referred 3 volunteers to Reality Ministries Shared information about Disability Awareness Council event 10/10/23 to ~300 volunteers | OCSO: Promoted the VC +55 to the Spring Session of Citizens Academy, 15 individuals were made aware of volunteer opportunities. OCDOA: referred 4 community members to volunteer opportunities with community partners (Reality Ministries, OCIM, OCAS, etc.) |  |
| **Strategy 7.2.2: Increase the number of Orange County older adults participating in existing volunteer opportunities** |
| 7.2.2a. Enrollment in volunteer opportunities is increased by 10% during 2022-2027. | OCDOA, OCES, OCSO, MOWOCNC, SAGE Central NC, CharlesHouse, Creative Care Collaborative | 55 volunteers were oriented during the first quarter July-September (Passmore and Seymour)OCSO: Beginning with the 2023 fical year, we have enrolled 10 new VISION volunteers, increasing our volunteer amount to 20 | MOWOCNC: Added an additional day to delivery in northern Orange (Tuesdays). As of December 2023, ~260 "regular volunteers", ~60-80 bakers, 20 board, committee or skill based volunteers, ~100 one-off volunteers (company or organization activity, holiday activities, etc).OCDOA: Oriented 29 new volunteers during Oct-Dec Current list of active volunteers totals to 330 | OCSO: Enroll 6 new volunteers to assist with partnership opportunities with DOA and OCSOMOWOCNC: First meeting of volunteers interested in exploring reducing social isolation and loneliness among MOWOCNC clients. 30 interested, 12 able to attend meeting. Start of potential volunteer committee.OCDOA: Completed orientation of 50 new volunteers during the quarter |  |
| 7.2.2b. The number of racially diverse, multilingual, and multigenerational volunteers is increased. | OCDOA, OCES, OCSO, MOWOCNC, SAGE Central NC, CharlesHouse, Creative Care Collaborative |  | MOWOCNC: 6% of volunteers surveyed identify as people of color (Oct. 2023)OCDOA: 6 new volunteers oriented in Oct-Dec are racially diverse 7 new volunteers from Oct -Dec are 19-50 years oldOCDOA: Yoga with Hui (Oct 2023 - Dec 2023)OCSO: In year 3 we will have processes in place to better track demographics of our volunteers | MOWOCNC: Requesting volunteers with proficiency in languages other than English to support MOWOCNC clients. 2 Mandarin, 3 Spanish and 2 French speakers volunteered to date.OCDOA: Oriented 2 service groups with UNC, UNC Alpha Epsilon Delta 2/12/24 and Public Health 360 3/27/24Oriented 8 APPLES interns with UNC [Of the new volunteers from the quarter: 15 identify as Asian, 4 identify as Hispanic, and 2 identify as Black] |  |
| **[Achieved for Year 2]**7.2.2c. Volunteer training, networking, and appreciation events are held twice a year. | OCDOA | Shared Mental Health First Aid training offered by Alliance Health to 272 OCDoA volunteers on 9/8/23Volunteer Appreciation Event takes place during 3rd quarter (this year it took place on June 8th) | Completed 13 volunteer orientations in Oct - Dec Completed 11 volunteer interest meetings in Oct - Dec | Volunteer appreciation is scheduled for June |  |
| **Strategy 7.2.3: Develop new strong partnerships to create volunteer opportunities that are equitable and inclusive of all populations in Orange County.** |
| 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 | Intergenerational Senior Resource Team is working to reengage program that would bring older adult volunteers into schools to help with tutoring/mentorship  |  | OCDOA: Partnering with school social workers for event in July and August |  |
| 7.2.3c. Volunteer opportunities for older adult residents in long-term care facilities are established. | OCDOA | Getting connected to local long-term care facilities for potential partnerships (specifically looking at pen-pal program with intergenerational element)  | OCDOA: Attempting to reach out to facilities for program with Intergenerational SRT | OCDOA: In progress - working to establish pen pal program with Azaela Estates |  |
| **Objective 7.3: Coordinate local efforts to enhance affordable health care support.** |
| **Strategy 7.3.1: Increase utilization of support services.** |
| 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 |  | Medicare Open Enrollment -SHIIP program volunteers saved OC Community members  |  |  |
| 7.3.1c. At least one new OCHD program specific to older adults is created. | UNC Health, Duke, OCES, OCDOA, Piedmont Health, OCHD | Laughter for the Health of It. Coordinated with community member to provide class focusing on the importance of laughter and how it impacts our mental health. |  |  |  |
| 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 support in partnership with community paramedics. | UNC Health, Duke, OCHD, OCES, OCDOA, Piedmont Health |  |  | OCES: OCDOA and OCES working to establish foundation of program. Items have been identified and OCES is tasked with developing simple questionnaire for determination of need of service for distribution within applicable DoA programs. |  |
| **Strategy 7.3.2: Increase quality of in-home, respite, and adult day care services.** |
| 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.** |
| 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 |  | OCDoA – OT completed home safety assessments; DME request fulfilments | OCDOA: Completed 21 home safety consultations. Supported approximately 90 community members with DME loans. |  |
| **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.** |
| 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 resources 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.** |
| 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 | Postivie Approach to Care: Dementia Training Skills for professionals held weekly in SeptBuilding an Inclusive Community with Dementia Support Skills with Brain Change Training | Dementia Lets Talk about it: 10/17: social isolation and dementia; 11/21 : Cognitive assessment and disclosing diagnosis12/19 Tools and Tech for Dementia Caregiving Dementia Basics (4 Mondays) 10/9-10/30 at PassmoreCaregiver Empowerment (Mandarin) 10/12; 11/16 |  |  |
| 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 | Giant walkthrough blowup brain Weekly Brain Cafes (engagement and respite) Weekly Champion Courses (skills training on the Snow Approach) Volunteer Trainings 4 hrs with certification monthly  |  |  |  |
| **Strategy 7.4.3: Support the establishment of new and existing community care neighborhoods.** |
| 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), |  | OCSO: Our agency hosted 1 community watch meeting this quarter with 25 people in attendance | OCES: 40 residents trained in hands-only CPR/AED use, DNR & MOST forms, 911 basics at Courtyards at Homestead Community Center. |  |
| 7.4.3b. OCDOA Safety-net services are expanded. | OCDOA |  |  | 7 Friend to Friend partnerships1 Mail and Budget Management partnership45 Telephone Reassurance Clients |  |
| 7.4.3c. Resources are developed to enable community members to create community care neighborhoods. | OCDOA, OCES, OCSO, CHPD, CPD, HPD, OC FireDepartments, Infinity Health and Wellness Center | EngAGING ISSUES Orange County area aging related service information presentations UNC Wellness Center at Meadowmont and Orange County Department of Aging volunteer Senior Resource Leader,  | OCSO: The distribution of a Community Watch Email to approx. 1400 residents of Orange County | OCSO: We have added 1 additional Lifetrack client |  |
| **Strategy 7.4.4: Expand successful neighborhood connection ideas to reach rural neighbors** |
| 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.** |
| 7.5.1a. The number of multilingual instructors is increased. | OCDOA |  | OCDOA: Yoga with Hui (Oct 2023 - Dec 2023) Urban Zumba (Oct 2023 - Dec 2023) |  |  |
| 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 |  | OCDOA: Added evening exercise classes. Yoga for All (Oct 2023 - Dec 2023) Yoga with Hui (Oct 2023 - Dec 2023) NIA Moving 2 Heal (Nov 2023 - Dec 2023) |  |  |
| **Strategy 7.5.2: Educational programming to increase residents’ awareness of and comfort with class offerings**  |
| 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 | Continued group walks once a month in July at Cedar Grove Community Center at Cedar Grove: 5 participants  | UNC Health Trauma Program: Continued group walks once a month in October, November, and December 2023 at Cedar Grove Community Center. Average of 4 participants per monthly class. Monthly group walks will continue each month in Quarter 3. An information session was held on December 19th, 2023 at 11 am at Cedar Grove Community Center.  | UNC Health Trauma program: Hosted 8 week Walk with Ease Program at Cedar Grove Community Health Center from Feb. 7th to March 27th, 2024. There were 13 total participants, with a class average of 8-9 participants. Participants showed an increase in knowledge about walking safely and comfortably as well as an increase in the number of days walked per week. When comparing the final fitness assessment to the first fitness assessment, all participants either maintained or increased the number of laps they achieved. This group plans to continue to walk each Wednesday on their own at the center with a once monthly group class scheduled for April, May, and June with the instructor.UNC Health Trauma program: Plans to expand Walk with Ease Program at Efland-Cheeks Community Health Center in the fall. The plan moving forward would be offer one class per year (Winter at Cedar Grove, Fall at Efland Cheeks) at each center through UNC Health’s Adult Trauma Program. |  |
| **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.** |
| **[Completed year 1]**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) |  |  | OCIM Meals on Wheels: Self-referrals are accepted as well as family, neighbors, medical providers, and other agencies. Basic application is used for intake with sliding scale used for payment amountOCIM food pantry: Pantry recipients are referred by agencies or programs that have knowledge of need. Federal program, TEFAP, is open to everyone who qualifies based on food stamp eligibility or income |  |
| **[Completed year 2]**7.6.1b. A comprehensive list of food distribution services is created. | OCDOA | List updated by OCDOA intern in August |  | The Town of Chapel Hill created a Food Distribution Schedule in the Town’s primary languages that includes food resources for Orange County. The Town regularly reviews the Schedule for updates and distributes to community partners and residents. Schedules recently updated in January 2024. |  |
| 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 |  |  |  |  |
| **[Council disbanded, indicator closed]** 7.6.1d. Older adults are represented on OC Food Council.  | OCDOA, MOWOCNC, OCIM, OC DSS, Town of CH | Update: The Food Council has been disbanded, indicator will no longer be tracked |
| **Strategy 7.6.2: Increase participation in programs that combat food insecurity.** |
| 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 | Weekly food bank Distribution held every Wednesday: Eubanks Park and Ride Lot, 2000 Eubanks Road, Chapel Hill - Average Number of families served monthly: 869 Average Number of individuals served monthly: 2174 | MOWOCNC: In 2023 served 145 older adults in n. orange and 27 in rural s. orange.OCSO: Currently no increases (No new rural clients enrolled) | OCSO: Partner with DOA and continue deliver food boxes to Orange County residents that are transit dependentOCIM food pantry: OCIM's programs serve northern Orange County which is significantly rural. No specific outreach is made. The OCIM food pantry increased the number of times households are able to receive a week's worth of food from eight times a year, to monthly.OCIM Meals on Wheels has reached out to rural congregations with the intention of reminding people in rural Orange County about the Meals on Wheels program. |  |
| 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 | Follow up with enrollment fair hosts, who collects and reports the data for this indicator. |  |  |  |
| 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 | Town of CH Public Housing Division hosts weekly food distributions Individuals Served [Oct – 2433, Nov – 2471, Dec – 1517] Families Served [Oct – 822, Nov – 759, Dec – 424] | Town of CH Public Housing Division hosts weekly food distributions that served an average of 2,140 individuals and 668 families in Q2. In continued efforts to increase participation from communities of color, the town targets outreach to underserved communities by distributing this resource in Town newsletters, at engagement events and to community partners. | TOCH: The Town hosted weekly food distributions that served an average of 1,803 individuals and 532 families in Q3. Individuals Served [Jan – 2007, Feb – 2241, Mar – 1161] Families Served [Jan – 549, Feb – 698, Mar – 348]. In Q3, three (3) sessions were cancelled due to inclement weather, impacting the number served for this quarter. Staff continues to provide targeted outreach to underserved communities by distributing this resource in Town newsletters, at engagement events and to community partners.MOWOCNC: consistently high numbers of people of color enrolled. Does not do targeted outreach.OCIM: programs have always been open to any person in northern Orange County needing assistance; we do not participate in targeted outreach. |  |
| **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.** |
| 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 | Monarch Support Group Meetings July, August and Sept:. Created monthly support group that supports older adults experiencing various life transitions related to aging and life after retirement. Promotes mental wellness and promotes taking back power in later life.  | OCDOA: Advance Directive Virtual Presentation with Bluestem, Oct 3, 8 AttendeesBluestem: 4 outreach eventsMonarch Support Group (Supporting the Mental Transition to Retirement), Oct 10, 2 Attendees Monarch Support Group (Supporting the Mental Transition to Retirement), Nov 14, 3 Attendees Monarch Support Group (Supporting the Mental Transition to Retirement), Oct , 4 Attendees | Endswell: Active participation in presentations at multiple communities occurred in this quarter, including visits to Carolina Meadows and from the Cedars. Endswell is actively promoting Green Burial and Aquamation as environmentally friendly options for families to consider.OCDOA: Monarch Support Group - 2/13/24 - 4 attendeesMonarch Support Group - 3/12/24 - 4 attendees |  |
| 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 |  |  | Endswell: Participated in a series with St. Josephs Episcopal Church in Durham focused on understanding options and planning around end-of-life care. |  |
| **Strategy 7.7.2: Support provider and community members’ education to reduce barriers to accessing and using completed advanced care planning documents.** |
| 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 | Educational presentation for the OCDoA Caregiver Education Series to educate the community on advance directive options and their differences.  |  |  |  |
| 7.7.2b. Yearly training is offered by partnering agencies to their staff. | OCDOA, OCES, Creative Care Collaborative, Charles House, UNC, Duke, Piedmont Health |  | Charles House: Ongoing training (including monthly staff development meeting sessions and regular brief impromptu sessions) is provided to staff focused on the needs of older adults, individuals with dementia, and so on, in the context of Charles House programming needs. |  |  |
| **Strategy 7.7.3: Support legislation and policy change to facilitate end of life planning and increase choice.** |
| 7.7.3a. Green Burial options are expanded. | Bluestem Conservation Cemetery, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC |  | Bluestem: 10 green burial services at Bluestem | Bluestem: Presentations and green burial education to: 6 walking tours, average 5 visitors at a tour 4 individual presentations on zoom 12 interactions with potential Bluestem clients 2 church presentations (average 12 in attendance) 1 presentation to Forest at Duke (12 in attendance)Green burial memorial services for: 10 individuals reaching over 200 guests |  |
| 7.7.3b. Affordable Green Burial financial options are identified and expanded | Bluestem Conservation Cemetery, OCDOA, Green Burial Project, Shrouding Sisters, Dying Right NC |  | Bluestem: Working on this with the Bluestem Community Fund | Bluestem: Bluestem offers payment options thru credit cards, 12 and 24 month layaway plans, and we are working to fundraise, grow, and establish the Bluestem Community Fund, a future option to support individuals who may need support affording green burial at Bluestem.Endswell: continuing to provide a resource to families that are choosing green burial at a reduced rate from other funeral homes. Endswell assisted 3 local families with green burial during this quarter. Endswell assisted over 30 local families with the affordable option of aquamation, an environmentally-friendly alternative to flame cremation. |  |
| 7.7.3c. 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 |  |  |  |  |

**Communication and Information Workgroup – Year 2 Priorities**

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

| **Indicator** | **Lead Agency** | **Q1: Jul – Sep 2023 Activities**  | **Q2: Oct – Dec 2023 Activities** | **Q3: Jan – Mar 2024 Activities** | **Q4: Apr – Jun 2024 Activities** |
| --- | --- | --- | --- | --- | --- |
| **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.** |
| 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) | * TOCH Community Relations Manager (CRM), Shay Stevens, joined the OCDOA MAP Communications & Information Workgroup. To invite additional TOCH communicators to join.
* OCDoA & TOCH CRM met and discussed a central “registry” of contacts and potential platforms.
* Plans made to convene stakeholders to research “registry” platforms to better share agency/resource contacts and reduce duplicated efforts. Include GIS Mapping, governmental PIO, community relations managers, etc.
* Two new suggestions to add to the Registry Research List[: Raleigh Neighborhood Registry](https://raleighnc.gov/community/services/raleigh-neighborhood-registry) and UNC Gillings School of Public Health.
* [PublicInput](http://www.publicinput.com) community engagement platform for government. It is expensive, but potential for inter-agency cost sharing (?) – leave on the list.
 | - OCCR invested in a new e-newsletter and text marketing platform, called Emma. The new platform, which will be used by county departments is easier for people to read on both a desktop computer and a mobile phone. The platform is also capable of delivering information via text, which studies show are 35 times more likely to be read. The texting option will be rolled out in 2024. The contact lists for all participating departments will be available in one central location.-OCDOA e-newsletter editors attended virtual My Emma e-newsletter training (2 with My Emma liaison; 2 with OCCR Community Engagement and Public Information Officer.- OCDOA e-newsletter editors met Dec. 15 to practice and plan for My Emma e-newsletter launch. | - Not addressed this quarter. |  |
| 8.1.1b. Information sharing is facilitated by liaisons within their organizations. | OCDOA, SHIIP, VC 55+,Town of Chapel Hill (TOCH) | * Met with TOCH Community Relations Manager to discuss working together on community communications initiatives.
* OCDoA *Endless Possibilities* e-newsletterwill include a Community Partners & Municipalities section to share information on how to access partner resources.
 | -OCCR continues to host quarterly Orange County Communicators Workgroup meetings which bring together all the communicators from across the county in order to stay connected and share information more efficiently. -TOCH Community Relations Manager joins OCDOA Comm. & Info MAP Workgroup.-See Jul-Sep 2023, 8.1.1b (bullet 2): Still to be done. | - The Orange County Communicators Workgroup met on Feb. 19 to learn about Language Access Planning. Staff from The Institute for the Study of the Americas (ISA) at UNC-Chapel Hill presented how to implement a plan and why it is so important. - The group also heard from members of the Spanish-language media who helped the communicators to understand how to better communicate with their organizations as well as the 16,000 Spanish speakers in Orange County. |  |
| **[Complete Year 2]**8.1.1c. 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 | Hired | - OCCR is in the planning stages of rolling out the Orange County Roadshow, which will take place three times a year at both a northern and southern location of the county. The Roadshow will bring county staff, resources, and programs to the community where they live. The attending community members will be provided with a hot meal and the ability to learn more about county services in their preferred language. -Jan. 31, and Thursday, Feb. 1, 2024. Locations to be determined (potentially Cedar Grove Community Center and Chapel Hill).  | -The Orange County Roadshow was held on Jan. 31 at Cedar Grove Community Center and Feb. 1 at the Seymour Center. About 90 community members attended. 20 county departments were present at both events to help community members access government resources and programs at a convenient location and time for them. -The next Roadshow is planned for Sat., Sep. 21 and will focus on welcoming Orange County families and letting community members know about volunteer opportunities in the County. |  |
| 8.1.1d. Orange County Community Relations’ community contact database will identify and include racially diverse and underserved communities and contacts. | OCCR, OCDOA, TOCH | * Discussion ongoing to include GIS mapping by zip code and demographic data to ID underserved communities.
 |  | -Community Relations uploaded an Equity Database into Emma. This database was collected by Tate Associates, an equity firm who is working with the Orange County Planning and Inspections Department on their Comprehensive Land Use Plan 2050. |  |
| 8.1.1e. OCDOA information is distributed to contacts with collaborating organizations who report they have shared it with their organization. | OCCR |  | -OCCR shares OCDOA information via 5 social media channels and in the weekly TWIOC newsletter.  | - Ongoing |  |
| **Strategy 8.1.2: Further expand OCDOA communications to racially diverse and underserved communities.** |
| 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, Aging Well Together (AWT) Radio Show & Podcast | * New webpage for [AWT Radio Show](https://www.orangecountync.gov/3210/Aging-Well-Together-Radio-Show) includes show information, photos, and current and past episode podcasts.
 | * AWT Radio show podcasts are now archived and available for sharing with a broader audience.
* AWT Radio Show Listening Hour held at Seymour Center.
* Completed 10 months of weekly Chinese E Life OCDOA Chinese elder resources and information column.
* OCDOA Chinese Community Liaison & Program Coordinator leaving position but has prepare enough articles for Chinese E Life through April 2024.
 | - UNC Apples interns with the OCDOA VC55+ division have translated all previous Chinese E Life columns into English and archived so that any department staff can identify and use column.- Requested Apples interns translate key OCDOA educational and resource documents to keep the Chinese E Life column going after April and until a new person is found. - Chinese and Spanish materials are shared at all resource fair and tabling events.- Aging Well Together radio show presented at the NC Association on Aging Conference in New Bern on Thu, Mar 14 in Roundtable Discussions, “speed dating” style, |  |
| 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 | * Communication Assistant completed CivicPlus website training.
* Website redesign planning meetings and implementation in process.
* Project launching new website design in late October with website “tour” at OCDoA Leadership meeting.
* Website “tour” for OCDoA Staff in Y1Q2 All Staff Meeting.
 | * Redesigned OCDoA website completed, meeting the goal to make the website more user friendly with consistent formatting, finding information with ease and improved navigation.
* Presented redesigned OCDoA website at Division Lead meeting on 10/30/23.
* Presented redesigned OCDoA website at the All Staff meeting on 11/03/2023.
 | - Community Relations has done research on how to get the Google Translate button to be more prominent and has been able to create a widget to accomplish that.- Community Relations is also working with CivicPlus to create a link so that a Spanish speaker (or other language) could access the site with Google Translate already enabled in their preferred language. |  |
| 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, OCCR | * OCCR will assist with creating a “How to Use Our Website” animated video. Will meet in Q2 to plan.
 | -OCCR is available to help create this video. Project meeting scheduled for Jan 5.  | - Community Relations met with Aging about the video project; collaborative planning ongoing.-Community Relations has done research on how to get the Google Translate button to be more prominent and has been able to create a widget to accomplish that.- Community Relations is also working with CivicPlus to create a link so that a Spanish speaker (or other language) could access the site with Google Translate already enabled in their preferred language. |  |
| **[Complete Year 1]** 8.1.2d. Key documents, ads, and resources are made accessible to people with vision and hearing impairments. | OCDOA |  |  |  |  |
| **[Complete Year 1]** 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 |  |  |  |  |
| **[Complete Year 1]** 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 |  |  |  |  |
| **[Complete Year 2]** 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 | * Updated with each quarterly publication.
 | - Updated with each quarterly publication. | - Updated with each quarterly publication. |  |
| 8.1.2h. Local government agencies collaborate in outreach efforts to older adults using multiple media sources | OCCR, OCDOA | * Ongoing
 | -See 8.1.1.b and 8.1.1d | - See 8.1.1.b and 8.1.1d |  |
| 8.1.2i. Endless Possibilities quarterly review and program registration are offered in-person and in multiple languages at both senior centers. | OCDOA, OCDOA-CBS |  | OCDOA Communication Team held initial planning meeting to refine goals for this project.Planning meeting with OCDOA Community Based Services (CBS) set for Quarter 3. | - Postponed, not addressed in this quarter |  |
| 8.1.2j. Key Endless Possibilities programs are shared and recorded in multiple languages via Facebook Live | OCDOA, OCDOA-CBS |  | OCDOA Communication Team held initial planning meeting to refine goals for this project.Planning meeting with OCDOA Community Based Services (CBS) set for Quarter 3. | - Postponed, not addressed in this quarter |  |
| 8.1.2k. Volunteer diversity is promoted to increase the recruitment of diverse volunteers. | OCDOA, OCCR | * As a result of our MAP Comm. & Info Matrix Strategy 8.1.2 and Indicator 8.1.2k, OCCR shared Volunteerism Campaign/Committee concept with OC Manager and BOCC.
* OCCR requested all OC departments appoint a staff member to the Volunteerism Campaign/Committee
* The first Volunteerism Campaign/Committee met July 26, 2023. Three sub-committees were formed:

**~Volunteerism – Committee** to create marketing materials to promote volunteer opportunities in Orange County; highlight benefits of volunteering**~Volunteer Fair – Committee** to put together a Volunteer Fair to be held in conjunction with National Volunteer Week (April 21-27, 2024). **Volunteer Recognition – Committee** to examine existing department efforts to recognize volunteers and create a way to celebrate outstanding volunteers at a Board of Commissioners meeting. * OCDOA rep has volunteered to serve on the OC Volunteerism Campaign/Committee
* Video interviews, [Volunteer Spotlight: Alicia Reid](https://youtu.be/GRhgKG1iZkM?si=qF5l2AQvwJoz9sOO) and [Volunteer with OCDOA](https://youtu.be/bjzNDy5HNK0?si=aQ3ooF3oTEbiH6a7) recorded and shared on YouTube and Facebook promoting volunteerism.
 | * Communicators assigned to the OC Volunteerism Campaign/Committee sub-committees (Volunteerism; Volunteer Fair and Volunteer Recognition).
* Meeting scheduled with OCCR, Kristin Prelipp, on Jan 5 to plan OCDOA Volunteer spotlight videos and cameo articles/headshots to be used in volunteer promotion on Facebook, newsletters and posted at both centers.
 | - OCCR met with OCDOA on March 15 to plan and execute a video project that will highlight volunteer diversity and promote recruitment.- Orange County Roadshow is planned for Sep 21, and will focus on welcoming Orange County families and letting community members know about volunteer opportunities in the County.- Connected OCDOA VC55+ with OCCR. VC 55+ provided names and contact information of potential OCDOA volunteers to spotlight in videos, print and social media.- Draft interview questions for Volunteer Spotlight interviews approved. |  |
| **Strategy 8.1.3: Collect “How Did You Hear About Us?” data at all levels of programming and participation.** |
| **[Complete Year 1]** 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.** |
| 8.1.4a. OCDOA programs, services, and resources are shared with racially diverse and underserved communities and events. | OCDOA |  |  | - OCDOA staff tabled at 8 events sharing information in English, Spanish and Chinese making direct contact with 175 individuals- Staffed information table at the Health Fair: Latiendo juntos, Por un Corazón Saludable. Making direct contact with 36 Spanish speaking individuals.        |  |
| **[Complete Year 2]**8.1.4b. OCDOA welcome packets are created and made available for staff and volunteers to share in multiple languages. | OCDOA | * Welcome packets assembled and available at both Senior Center
* Both Centers report the packets are well received and beneficial
 | * Welcome Packets ran out at Seymour. Ordered & assembled more packets
 | - Welcome Packets replenished at both Centers.- New participants have expressed their appreciation for the information- Chinese and Spanish speakers share that it means a lot to them that we care enough to provide it in their language. |  |
| 8.1.4c. Diverse radio stations, television stations, and newspapers are identified and used to advertise OCDOA information. | OCDOA | * See 8.1.2a
 | See 8.1.2a | -See 8.1.2a |  |