

BUILDING A LIVABLE AND
SENIOR-FRIENDLY NORTH CAROLINA

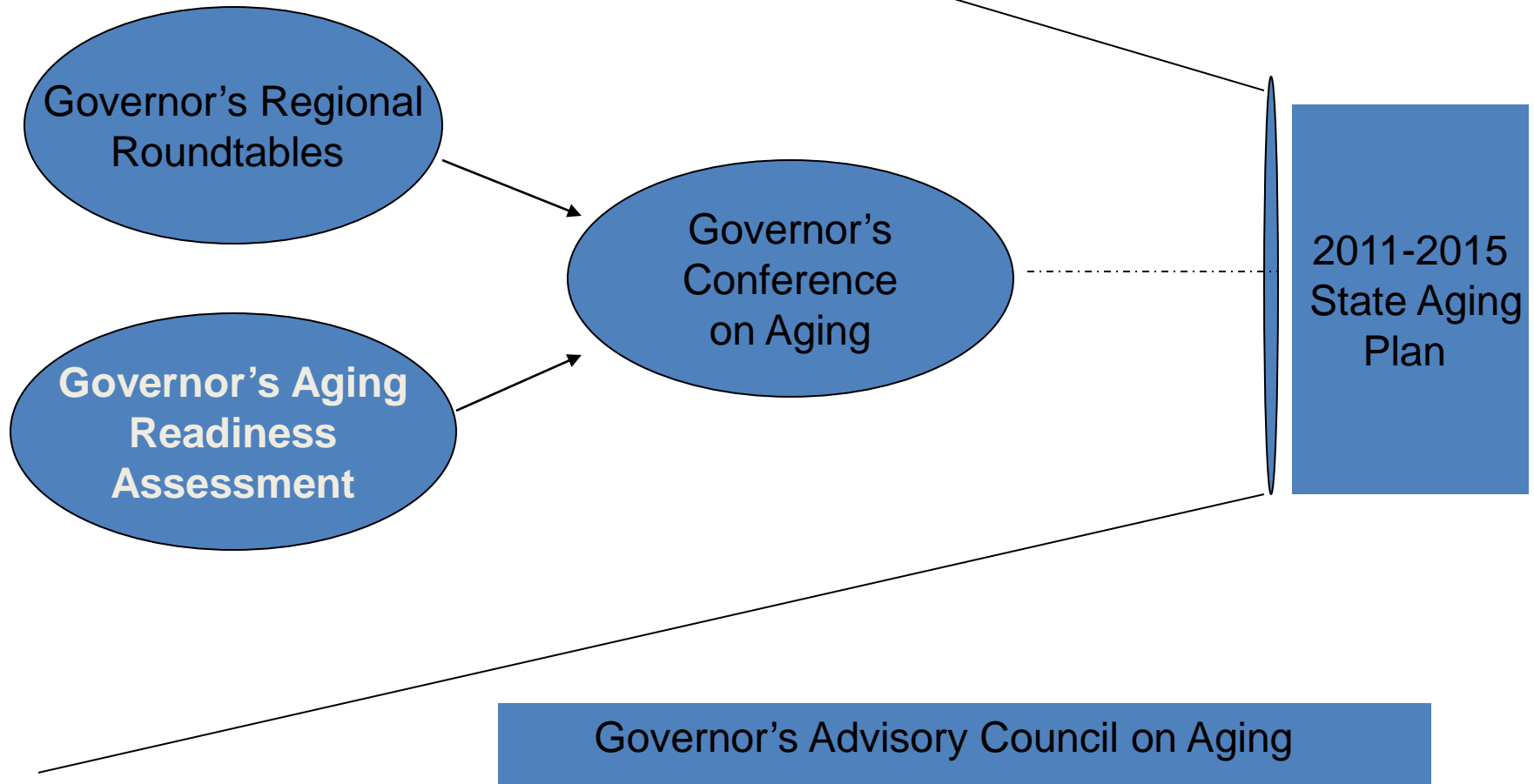
DRAFTING A PLAN

North Carolina's State Readiness Assessment

Focus on Aging

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Aging Liaison Role

- ✓ Attend orientation
- ✓ Communicate purpose & expectations
- ✓ Assure timely & informed completion of assessment
- ✓ Serve as key contact
- ✓ Attend & possibly present at Governor's Conference
- 📁 Report to Governor's Advisory Council on Aging on request
- Help produce public web-hub
- Offer input for State Aging Plan
- Promote ongoing communications about aging matters
- Help dispel myths and encourage consideration of aging
- Participate in follow-up meetings and help plan local assessment

Orientation: *To what extent does the aging of North Carolina's population apply currently to your agency?*



It's a Major Influence



Somewhat



Not at All



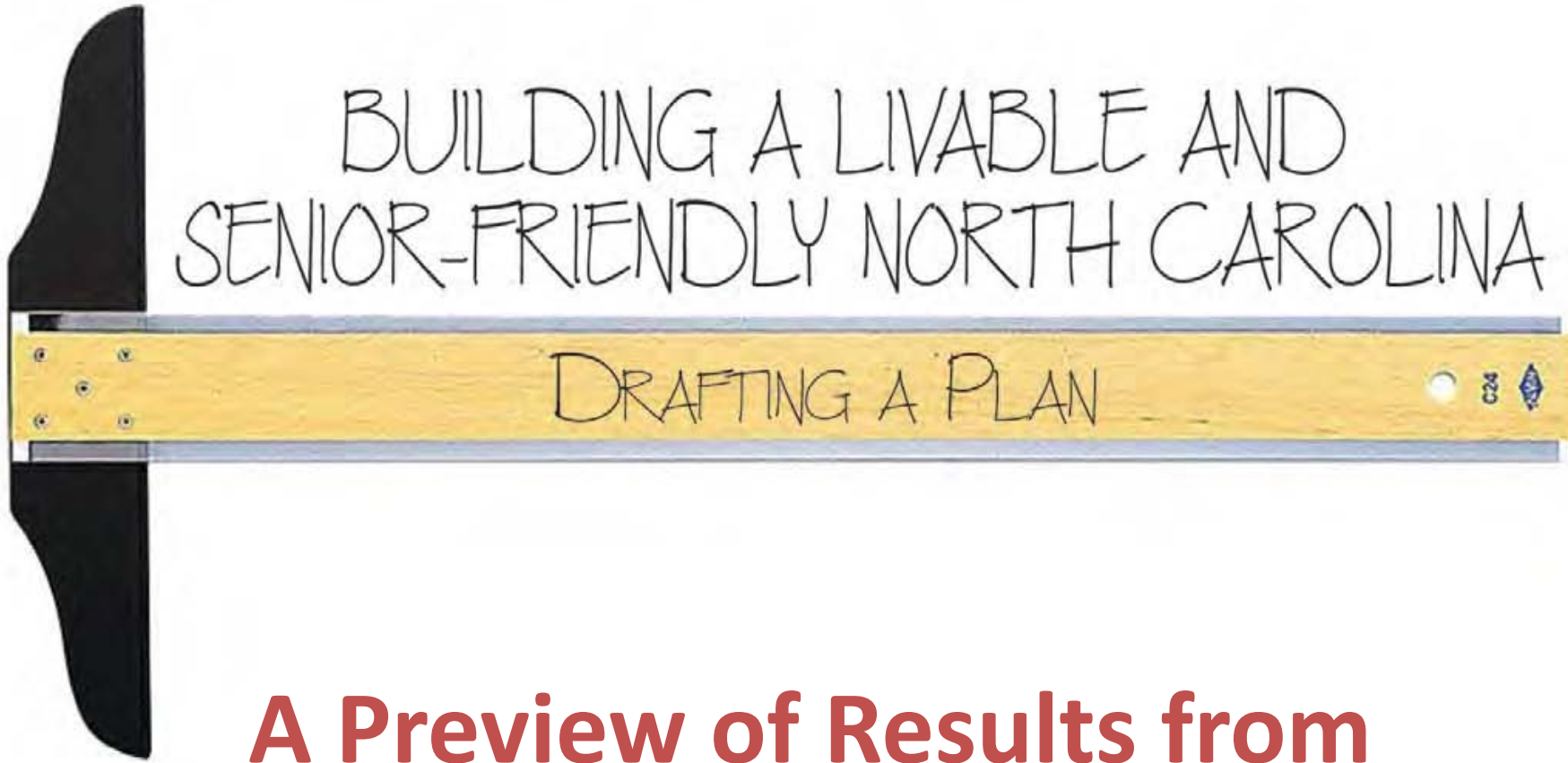
Not Sure

Expected Results of Assessment and Aging Liaison Corps

- Heightened awareness
- Status report for the Governor
- Input for State Aging Plan
- Web-hub of information
- Increased collaboration
- Greater engagement of aging population in policy development and implementation
- Ongoing focus and flow of information to further ready NC for aging population

Focus of Assessment

- Studies, plans and reports
- Aging of State's workforce and response
- Effect on policies, programs and services
- Use of technology and adaptive devices
- Adaptation of built environment
- Collaboration with other organizations
- Involvement of older adults, their families and caregivers
- Use of senior volunteers
- Upcoming challenges and issues
- Programs/activities underway to assist local communities

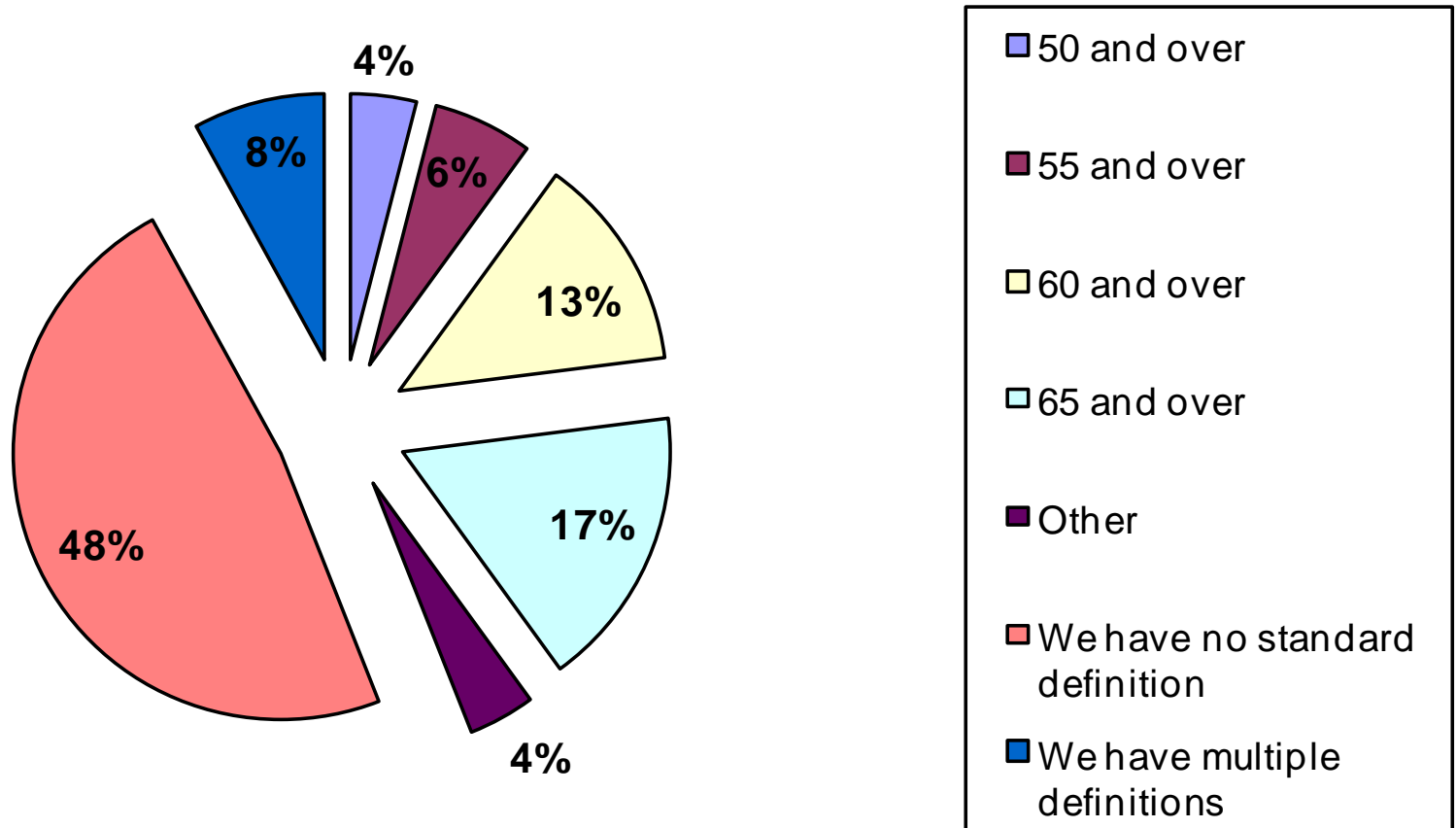


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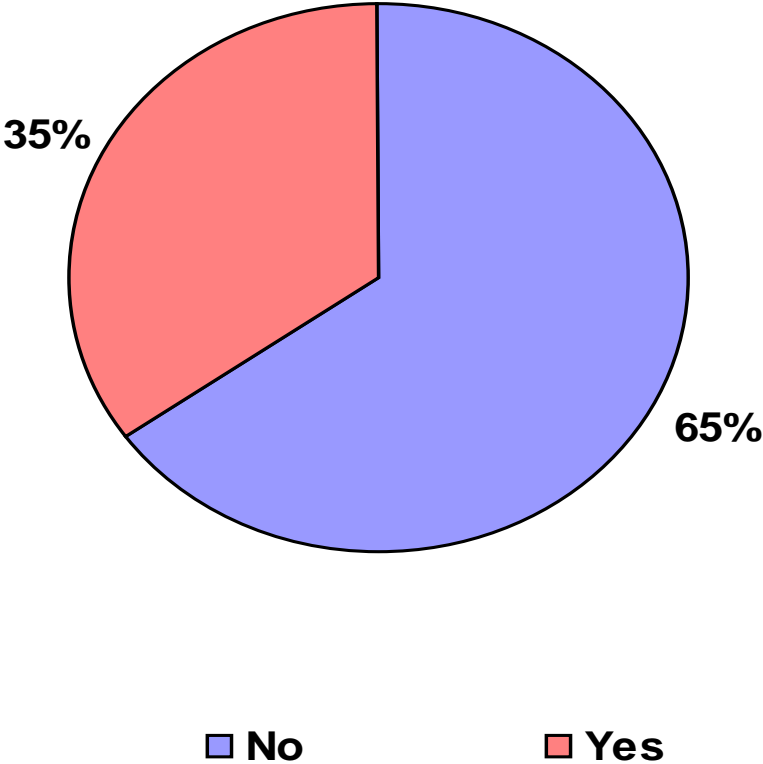
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A Preview of Results from 48 NC Agencies

At what age does your agency consider a client to be an older adult?



In the past five years, has your agency produced any plans/reports?



Readiness for Workforce Aging

We know the number of employees eligible to retire in our agency in the next five years.	89%
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We know which departments/units will likely experience the highest proportion of retirees.	78%
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We know which departments/units will likely experience the most critical skills/knowledge loss.	72%
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Workforce: Addressing Critical Gaps

Of those who know which departments/units will likely experience the most critical skills/knowledge loss, do they have a plan?

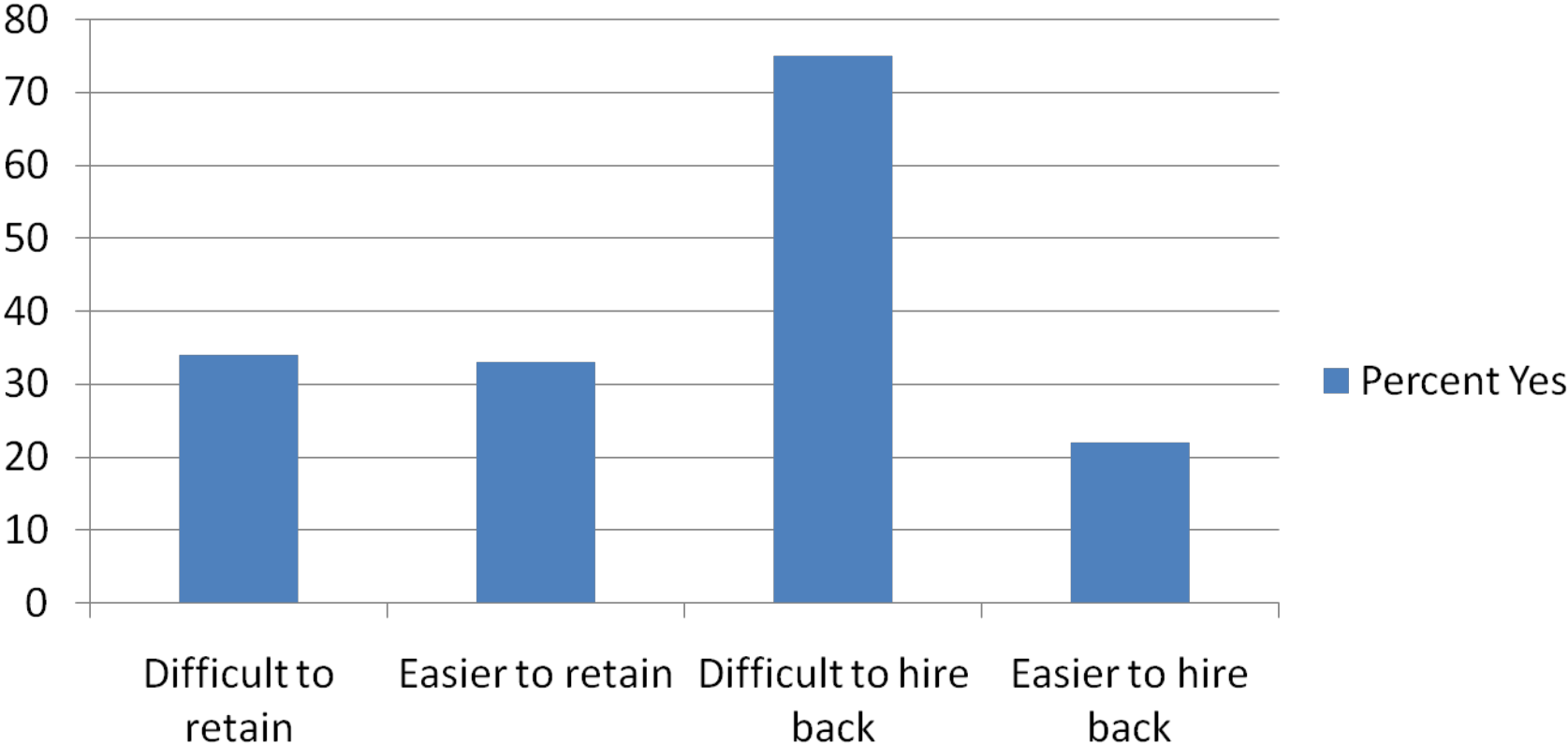
We have a plan to address this skills/knowledge loss	6%
We are working on a plan to address this skills/knowledge loss	44%
We have not yet begun working on a plan to address critical skills/knowledge loss	44%
We know that we will not have any critical shortages based on retirement projections	6%

Workforce: Knowledge Transfer

Do older employees transfer knowledge (e.g., mentoring, shadowing) to younger employees as a formal part of their job?	Percent YES 51%
IF YES, is this knowledge transfer (e.g. mentoring, shadowing) part of a larger preparedness plan in your agency?	40%
IF YES, is this knowledge transfer (e.g. mentoring, shadowing) part of a larger preparedness plan in your department?	50%
IF NO, are you planning to implement a knowledge transfer (e.g. mentoring, shadowing) program?	30%

Workforce: Human Resource Policies

Are there any policies that make it...?



Workforce: Workplace Flexibility

Does your agency regularly offer your staff the following...	Percent YES
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Flexible work hours	90%
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Telecommuting	54%
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Part-time work	44%
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Flexible work places	21%
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Job sharing	21%
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Elder care information	13%
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Workforce: Engaging Older Adults

Does your agency have any volunteer programs that engage older adults to extend the capacity of your workforce?	Percent YES
	15%

In what capacity have you engaged older adults?

Advisory committees/boards	10%
Instructors/Educators (e.g. docents)	8%
Honorary roles based on work, education or life experiences (e.g. veterans)	8%
Routine non-skilled tasks (e.g. envelope stuffing, meal delivery)	2%
Clerical/administrative support	0
Other	6%

Workforce: Capacity to Plan

	Percent YES
Does your agency have any staff member(s) who have a percentage of their time designated for preparing for an aging workforce?	13%
Does your agency have any education programs about technology targeted at your own employees ?	57%

Population Aging: Increased Demand

	Percent YES	NOT APPLICABLE TO MY AGENCY
Do you track changes in client demand for programs and services?	54%	27%
If YES, can you isolate changes based on client age?	58.2	

Population Aging: Increased Demand

	Percent YES	NOT APPLICABLE TO MY AGENCY
Does your agency anticipate an increase in demand for your programs and services?	75%	15%
In the last five years , have you made any changes to how you implement programs and services for older adults to accommodate this increase in demand?	37%	21%
Does your agency have any agency-level policies and/or practices to increase the number of employees based on the increased need for programs/services?	26%	

Population Aging: Preparedness

In terms of an increased demand for programs and services in the next five years, select the answer that best describes your preparedness... Percent YES

We have not yet begun working on a plan to address this increase in demand. 44%

We are working on a plan to address this increase in demand. 56%

We have a plan to address this increase in demand. 0

Does your agency have any staff member(s) who have a percentage of their time designated for preparing for this increased demand for programs and services? 32%

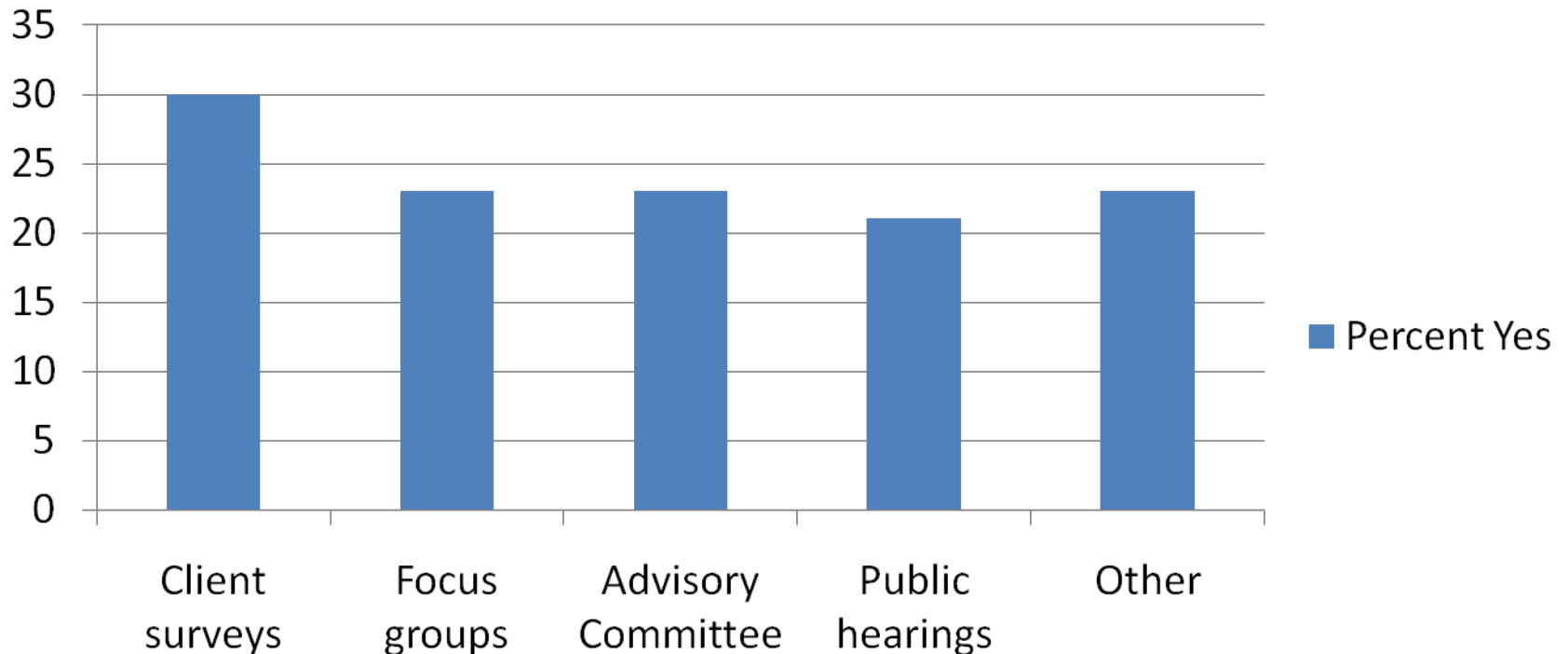
Population Aging: Input from Older Adults

Percentage YES

Does your agency directly solicit the views of older adults, their families, or caregivers in helping shape programs and services?

40%

If yes, how do you solicit views?



Capacity for Change: Collaboration

	Percent YES
Does your agency collaborate with other organizations (including private sector) in planning for and responding to the aging population?	58%
If YES, with what types of organizations do you collaborate?	
Other government agencies	50%
Private non-profit organizations	38%
Private for-profit organizations	25%
Other	25%
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Are there other organizations with which you <u>want</u> to collaborate, but have not yet done so?	34%

Technology

<i>Technology is used and adapted to meet the many needs of older adults in maintaining quality of life and independent living.</i>	Percent YES	Not Applicable to My Agency
Sponsors education programs aimed at helping older adults use technology	15%	27%
Changed how it informs, supports or delivers any such technologies	23%	42%
If NO, has plans to make changes	14%	48%

Built Environment

With increased age, there is a greater likelihood that persons may need some accommodations—In the past five years, has your agency made....

Percent
YES

Not
Applicable
to My
Agency

any physical or other improvements, such as ergonomics, lighting, and screen size to accommodate such changes for your staff members?

62%

any physical or other improvements for your clients?

30%

37%

any improvements to increase access to public transportation for your staff members?

32%

any improvements to increase access to public transportation for your clients?

15%

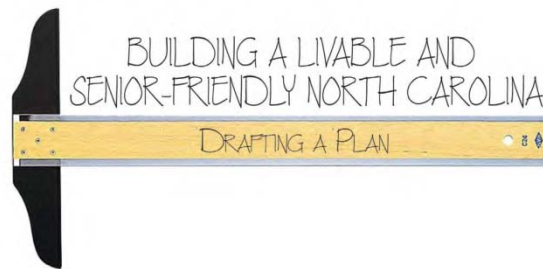
51%

Critical Issues in the Coming Decade

Based on a scale from 1 to 5, with '1' indicating not a challenge at all and '5' as the most difficult challenge	Mean (standard deviation)	Not Applicable to My Agency (%)
Meeting the increased need of older adults for more and expanded programs and services	3.6 (1.1)	21%
Planning for an aging workforce	3.2 (1.1)	2%
Improving use of technology and adaptive devices	2.9 (1.1)	2%
Changing your agency's built environment to accommodate <u>worker</u> needs	2.4 (1.3)	0
Changing your agency's built environment to accommodate <u>client</u> needs	2.1 (1.1)	33%

Other Critical Issues

- Responses particular to agencies (e.g., accessible housing, senior parking)
- Resource/Budget constraints only theme identified in “write-in” challenges



Next Steps

- Share findings with Aging Liaisons and discuss how best to respond to important findings/themes
- We will soon distribute another data collection tool to share with constituent agencies to help gather data on special, intentional or unique programs, policies or practices targeted at older adults. This second wave of data will help us populate the web hub.