

## CONNECTING, LISTENING AND LEARNING

During the spring and summer of 2018, The City of Dublin hosted a series of community conversations with statewide older adult-serving agencies, Dublin residents and caregivers to discuss the concepts, needs and desires to successfully “Age in Place.” Established as a strategic goal by Dublin City Council, the objectives of the community conversations were to listen, learn and connect before establishing action plans and further partnerships. In the late summer, the feedback from more than 200 residents and 40 social service agencies was analyzed and then presented to the Public Services Committee of Dublin City Council to discuss immediate and long term action steps.



## Findings Summary

Hundreds of creative concepts and concerns were shared, but all community feedback could be formed into the following categories that residents and agencies believe need to be addressed on a comprehensive level.

### **Navigation Services**

This was a common theme during both the agency summit and the community conversations. How do I find \_\_\_? Where do I start with \_\_\_? Who provides this service? How do I fill out this form? Knowing where to go to get questions answered and services provided is a significant challenge and stressor for older adults and their caregivers. Community members wanted a centralized “hub”, both on-line and in-person that they could rely on for these navigational services.

### **Health/Wellness/Social Services**

Residents and caregivers spoke to the availability of an array of needed services. Many area agencies and other local organizations offer a variety of education and services that could be made available in Dublin. This could also be included as part of a centralized service hub, with the co-location of many service needs in one place.

### **Community Connections/Engagement**

Resident comments included the need to remain engaged in their community from a social, cultural, recreational and civic standpoint. They saw the Village-to-Village type concept of neighbors helping neighbors as a key factor in allowing older adults to remain active and to not become isolated.



## Short Term Goal Categories

The City of Dublin is facilitating the advancement of community partnerships that will offer increased programming and shape partnerships to address these needs.

- **Establish a transportation “Circulator” service**
  - Requests for Proposals are complete and are under review to launch a “loop” style service to serve with the Bridge Street Corridor and some residential areas. Announcements on the program’s initial launch will be made by the end of 2018.
- **Open a Community Resource Center staffed with Navigators**
  - A request for funding to partner with Syntero is being forwarded to establish a “resource center” staffed with “Navigators” to guide residents on relevant choices and resources when seeking assistance for aging, support and caregiving topics. It is targeted to open during the first quarter of 2019.
- **Develop a Hub in the form of a web site**
  - Plans are underway for the launch of a new web site to focus solely on the topic of aging in place in Dublin. It will be released to the public during the first quarter of 2019.
- **Host regular, ongoing educational sessions for the aging population**
  - Working with expert agency partners, the Dublin community will to offer regular, ongoing sessions based on best practices and community feedback. These sessions will be offered beginning in early 2019.
- **Convene regular, ongoing support services for caregivers and family members**
  - Host consistent support gatherings and continuously offer referral resource sessions for caregivers. These sessions will be offered beginning in early 2019.
- **Progress the use of technology to assist with aging in place**
  - Voice-controlled intelligent personal assistants (such as Alexa) pilot programs have been established. Older adults have been matched with community volunteers to help implement the smart home assistance technology.
  - An on-going, volunteer-supported and in-person “Help Desk” for older adults will be established in 2019 at the Dublin Community Recreation Center.
- **Establish an Age Friendly Business Certification**
  - Partnering with the Dublin Chamber of Commerce’s Leadership Dublin program, Dublin’s first Age Friendly Business Certification program will be established in the spring of 2019 that will audit businesses for their sensitivity to and advocacy for older adult clients.

- **Institute an internal City staff advisory group to ensure best practices in areas of design, programming, inclusion and strategies**
  - An internal City advisory team has been established to learn, develop, examine and re-examine ways in which City-led initiatives and programming are addressing the needs of older adults and caregivers.
- **Broaden community engagement and talent sharing**
  - Assemble a community advisory council of residents to continuously drive and measure age friendly practices, programs and initiatives.
  - Explore the Village to Village concept to increase neighbor-to-neighbor connections.
  - In order to utilize and develop leaders, focus on learning and development to make use of skills sets in the community for ongoing Aging in Place initiatives.
  - Engage neighborhood, nonprofit and faith leaders to further partner and synergize older adult outreach and support.

## Long Term Goal Categories

- Increase comprehensive mobility options for older adult population
- Examine housing stock, creative housing options and community-led solutions
- Partner with Dublin City Schools to engage older adults with neighborhood schools
- Invite connections with the arts community to increase involvement with and for the arts
- Enhance and establish partnerships with the higher education community, specifically with Ohio University's College of Health Sciences and Professions, to establish learning labs and measurable outcomes for healthy aging in Dublin. Promote directories of lifelong learning opportunities among older adults.
- Increase funding connections, grants, sponsorships and partnership to offer ongoing support to the aging community, technology and the advancement of partnerships
- Program comprehensive wellness initiatives for the older adult community
- Continue to advance to age-friendly business certification to extend to age-friendly workplaces

## What's Next

### Ongoing Updates and Community Conversations

Once this plan in its entirety is considered by Dublin City Council and funding is approved for the 2019 fiscal year, Dublin residents and caregivers will begin to see a series of communication efforts with updates and opportunities for continued involvement.

## Have Questions or Comments?

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