



## Community Services Advisory Commission

February 11, 2020

### Minutes

**Commission Members:**      **Present:** Thomas Strup, Marilyn Baker, Ann Bohman, Vivekanandan Arunachalam, Steve Dritz, Alice Kanonchoff, Elizabeth McClain

**Absent:** None

**Staff Members Present:** Christine Nardecchia, Director of Outreach and Engagement  
Nick Plouck, Management Assistant

**Guests:** None

#### I. Call to Order

Mr. Strup established that a quorum was present and called the meeting to order at 6:27 p.m.

#### II. Public Comments on Items Not on the Agenda

No public comments.

#### III. Approval of Meeting Minutes

Minutes from the January 14, 2020 meeting were distributed via email for review. Mr. Strup asked if there were any corrections to the minutes, in addition to those emailed. There being no changes, Ms. Kanonchoff motioned to approve, and Ms. Baker seconded the motion. All in favor, the January meeting minutes were approved.

#### IV. Forever Dublin

Ms. Nardecchia opened by referring to the first presentation slide. She asked if everyone recognized the branding of the Forever Dublin logo. She continued to speak regarding the City of Dublin Aging in Place initiative, now called Forever Dublin. She added that many Community Service Advisory Commission members were involved with the Aging in Place initiative in 2018.

Ms. Nardecchia stated that each year Dublin City Council establishes strategic guidelines and/or goals. The Aging in Place initiative, established as a goal by Council was forwarded to the Community Services Advisory Commission to review. The Commission examined many models including the Age Friendly Initiative and their directive was to move forward with a City of Dublin-focused plan by first working with our residents. During this time, Assistant City Manager,

Michelle Crandall was with the City and served as liaison, and then asked Christine to take on the Aging in Place assignment. From there it became a staff project. Statewide and local experts in the field gathered for a visioning input session. Approximately 75-100 experts convened at Ohio University's Dublin campus. Following their visioning session, the City hosted eight (8) Community Conversations; six (6) with Dublin's aging or 'interested' population and two (2) geared specifically toward caregivers. Syntero attended as well because of the emotional content of the topic. Over 200 citizens attended. Many were stunned to observe the emotional reactions to the topic of aging in place. According to Ms. Nardecchia, during the Community Conversations, it was determined that there were many individuals needing help immediately, as a clear topic was centered on isolation and/or depression.

Ms. Nardecchia said this was a very different realm than what we normally deal with so we called on ethnographers at Cardinal Health Fuse for assistance with notetaking and aggregating the information. They helped us figure out what the common themes were. These scientists spent an entire day with us and we were able to distinguish the "pains and the wants" of this community. From there, we established action plans and a brand. A partnership developed and launched in the early summer of 2019 with the support of Dublin City Council.

Ms. Nardecchia went on to say Forever Dublin is our Aging in Place initiative, but the preference is not to refer to it as 'aging in place'. It is much more than that. Forever Dublin is comprised of six components. It is the vision of our citizens and the experts that we met with. Forever Dublin consists of:

- Transportation
- Health, Wellness and Social Services
- Technology
- Housing
- The Business Community
- Forever Dublin Hub

Regarding transportation and the SHARE Micro-transit initiatives, the City has an internal workgroup lead by those who study transportation and planning. This group consistently discusses mobility improvements in Dublin. Their focus is not only on older or disabled adults but also on the City's workforce. According to Ms. Nardecchia, currently, micro-transit usage is very high among older adults and the disabled population. She added, however, we are struggling with usage among the millennial workforce. We are looking at other models and best practices around the world, particularly a new option, Gohio Commute, a carpooling and emergency ride option available through the Mid-Ohio Regional Planning Commission (MORPC).

Mr. Dritz asked how the millennial generation receives communication on transportation options.

Ms. Nardecchia responded that the City of Dublin Economic Development Department and the Dublin Chamber of Commerce typically communicate transportation options to the public. She added that particularly in the Bridge Street District, the millennial population's ridership is primarily Uber and Lyft.

Mr. Plouck commented about Mr. Rayburn's presentation on SHARE Mobility that took place a couple of months prior. He stated that SHARE is targeting the workforce and has been working with Economic Development to spread the word. Communication has been mostly by word of mouth. It is off to a slow start as businesses have been hesitant to be the first to join. However, SHARE is working to build a base. If businesses such as Cardinal Health or Ohio Health would join, it may take off. It has been more of a challenge with the workforce, however, as Ms. Nardecchia stated the aging population wants it and has asked for it.

According to Ms. Nardecchia the Health, Wellness and Social Services portion of Forever Dublin involves more than getting to the pharmacy, to doctor's appointments or having a ride when it snows; it is about living a purposeful life and contributing to the community after retirement. She added that we are honing in on the concept of isolation. One segment of the population especially vulnerable to isolation is the aging community. Ms. Nardecchia said she has begun to work more closely with the City's Code Enforcement staff. When a neighbor calls in a code violation to the code enforcement staff, rather than simply writing out a citation, the enforcement team is looking into the issue, identifying individuals that may be older, living alone and having issues with isolation. She added, true to Dublin form, we are working to address this issue before it becomes epidemic.

Technology is an ever-present topic among the aging population and caregivers. Last year Syntero was asked to identify a group of older adults. Ms. Nardecchia's team paired volunteers with the group and taught them how to use a voice-activated device. It was life changing for all twelve (12) citizens. The City of Dublin won a national recognition for the Alexa Pilot Program.

Ms. Baker asked if Ms. Nardecchia could elaborate on the voice-activated device.

Ms. Nardecchia stated the voice-activated device was Alexa, purchased by the City's IT Department. She added the program was very popular and successful. It opened doors and created relationships. Caregivers and family members were able to check in on their relatives through these smart devices, the users were able to use the device for medication reminders, getting their news and alerts, and it increased their exposure to educational and entertainment topics. The Alexa Pilot Project Phase II will roll out this year (2020). In addition to introducing Alexa, last year a Teen Tech Support team was launched. This idea is similar to the Genius Bar at Apple Stores. The Teen Tech Support program was slated to assist citizens over the age of sixty utilize technology. For example, the Teen Tech Team coaches citizens on how to utilize FaceTime to communicate with their grandchildren. Last year the program was offered at the Dublin Community Recreation Center. This year the Teen Tech Support Program plans to go mobile. One

month it will be at Avondale; one month it will be offered at the Dublin Branch of the Columbus Metropolitan Library. The mobile rollout will take place in the spring.

Another technology-related topic you will hear more about in the future is telemedicine. We are also looking to lay a high-speed fiber-optic cable in certain neighborhoods to improve connectivity as more individuals are working from home. Mr. Plouck stated that he would need to speak with Mr. McCollough to get more information on that pilot program. Afterward he will send the Commission members a follow-up email.

Mr. Dritz asked how the Alexa device is utilized to follow up with family members.

Ms. Nardecchia stated that Alexa has various Skills, one of which is Ask My Buddy. This Skill, once set up, allows family members to check in on a family member. She added, a lot is happening with technology and aging in place.

Next, Ms. Nardecchia spoke about housing, stating this is a very passionate topic in Dublin. She said the City has decided to participate in the Mid-Ohio Regional Planning Commission (MORPC) housing study. The results of the study will be released next quarter. Ms. Nardecchia added there is not a community in the country that is not struggling with housing. What we need to do is start thinking about housing in a new and creative way. Nesterly did just that! Nesterly started on the east coast by an Ivy-League College graduate student conducting a study for her doctoral thesis. She was able to determine how many empty bedrooms there were across the United States, yet how many people were in need of housing. In a nutshell, Nesterly is an online matchmaking tool that pairs seniors who have empty rooms in their homes with students or young people who need affordable places to live. It is completely virtual! It is working! We are watching it very closely. The Central Ohio Area Agency on Aging (COAAA) is piloting the program that just started this year. Ms. Nardecchia described Nesterly as marvelously creative.

Forever Dublin is also working to unveil a referral services guide. Much like the Resident's Guide to Understanding Local Taxes, the services guide will contain information on aging in place, in-home care, as well as support resources. One example Ms. Nardecchia mentioned was a veterinarian service that makes house calls.

Next, Ms. Nardecchia spoke about Syntero as a key partner in the aging in place forum. She said as we came to understand the DNA of aging in place in Dublin, we realized we needed a partner. We needed to collaborate with an expert. Dublin sits in three (3) counties so there are three (3) area agencies on aging that serve Dublin, as well as a fourth Central Ohio Agency and yet, what we overwhelmingly heard from our citizens was the programs they offer do not apply or we fall through the cracks. From there, the concept of the concierge arose. We met with the Syntero's CEO, Julie Rinaldi and asked if Syntero would try this concept with us. We asked what it would take; what would it cost to get have a concierge service? Shortly thereafter, in the spirit of Dublin

innovation, the City of Dublin entered into a contractual partnership with Syntero. The Forever Dublin Hub formed and opened.

The Forever Dublin Hub provides ‘navigator’ services to Dublin residents. Initially Syntero wanted to enter into the process quietly and the City obliged. During the eight (8) hours per week that they are open, they see approximately ten (10) people per month. That is amazing considering there has been no advertising.

For additional information, please visit the website, [www.ForeverDublin.com](http://www.ForeverDublin.com). Click on ***The Hub*** at the top of the page to locate staff members who serve as Forever Dublin Hub Navigators. They have great response times. You will also see age-friendly education/enrichment topics.

Next, Ms. Nardecchia spoke regarding three (3) additional teams she meets with:

- Forever Dublin Community Team – made up of 25 members of the community who meet regularly to service as advisors.
- Forever Dublin Staff (Internal) Team – staff who share best practices in areas such as park design, programming, transportation, safety, first response and wellness.
- Central Ohio Suburban Roundtable – consists of staff or elected officials from eight (8) central Ohio suburban communities who meet to share best practices and trends.

She added, some communities are focusing more on housing and others are placing more focus on transportation. Dublin seems to have a comprehensive plan. As we host events, plan parks, train first responders, we must keep our aging population in focus. What's ahead? We cannot find key performance indicators. They simply do not exist for this topic/movement. So, as we move forward, how will we know if we are winning? We have committed to having Community Conversations every eighteen (18) months. By doing so, we can continue to monitor progress with our aging population. The second set of Community Conversations will begin again in the fall of 2020.

Village-to-Village exploration is another avenue Ms. Nardecchia has asked the Forever Dublin teams to explore. Village to Village is a subscription-based service that that relies on the passion, talents, and expertise of the people in the community. It helps aging citizens in their neighborhoods remain independent by providing access to services vetted through the Village-to-Village Network. The first Village-to-Village community began in the Beacon Hill area of Boston by an older couple looking for assistance to clear snow from their flattop roof. The first community in Ohio to participate was German Village. This type of service caught on so quickly in California it created a statewide Village movement. In Central Ohio, villages tend to be beneficial in areas without recreation centers or in unincorporated suburbs or townships. According to Ms. Nardecchia, we want to look at this and already have a subgroup willing to do so. It is a huge project and will be a couple of years in the making. When the Community Conversations reconvene, work will begin on diversifying funding.

Also on the docket this year are discussions with Dr. Hoadley, Superintendent of Dublin City Schools. How do we get older adults to connect with schools? We have some ideas and Dr. Hoadley is open to discussing partnerships with Dublin City Schools.

Another item is collaboration with the Age Friendly Business Community through the Dublin Chamber of Commerce. An example of one such (age-friendly) business is the Gateway Film Center (GFC) in Columbus. GFC provides 'age friendly screenings' with light and sound modifications designed for seniors. According to Ms. Nardecchia, Dublin would be delighted to include the business community in this as well.

Ms. Nardecchia opened the floor for questions.

Mr. Arunachalam inquired about what services Syntero specifically provides for older adults.

Ms. Nardecchia responded that Syntero is our local mental health-counseling agency that serves the region and provides comprehensive support to our residents, families and schools. The City recently funded a position with Syntero that will specifically assist older adults in the Dublin area. The navigators in this office field questions from caregivers on everything from how to get in-home meal delivery or how to prepare for downsizing, to dealing with a hoarder situation or severe depression due to the loss of a spouse. A navigator typically spends on the average of one hour with each caller and do so at no cost. The navigators are equipped to answer the incoming questions or they source the information and follow up with the callers with the information they are looking for.

Mr. Strup commented that family and child-counseling services seem to be readily available; however, he discovered that when working on a long-term care issue for his parents, finding those type of resources was very daunting. He commented that The Dublin Hub seems to be providing services that were once very difficult to navigate.

Ms. Nardecchia responded that the City has a vision. We are sticking to what Dublin residents said they wanted. We are rising to meet the need.

Ms. Nardecchia said another topic of concern is caregiver stress and the impact it has on workplace wellness and productivity. Can the City of Dublin champion a caregiver wellness topic as part of a corporate wellness initiative? Ms. Nardecchia is broaching this topic with Human Resources as part of workplace wellness profile.

Ms. Nardecchia encouraged Commission members to go to the Forever Dublin website and check out the programming information. Her contact information is as follows, should there be additional questions:

Christine Nardecchia, Director of Outreach and Engagement  
City of Dublin, Ohio  
[cnardecchia@dublin.oh.us](mailto:cnardecchia@dublin.oh.us)  
614-410-4406

**V. Other Items of Interest**

Ms. Nardecchia also spoke about the City of Dublin's Citizen University, stating that she and Mr. Plouck work on this program together. She added that the City has a Dublin Citizen University, Dublin Citizen Police Academy, Washington Township Citizen Fire Academy and Parent University, offered through Dublin City Schools. Citizen University provides an extraordinary behind-the-scenes look at City operations. If you are interested in participating in one of the programs, we have class descriptions and are currently accepting applications.

Ms. Sturz thanked Ms. Nardecchia for her time.

Ms. Baker asked if Citizen's University and Citizen's Police Academy was taking applications here [at the meeting] for those interested in signing up.

Ms. Nardecchia responded that yes, she had the applications and they are online on the City's website as well.

Mr. Strup asked if there were other items of interest.

Ms. Baker asked to discuss items that City Council would like to have the Commission address.

Ms. Bohman wanted to add an item to the January minutes stating that Ms. Kanonchoff delivered the *Healthy by Choice* booklets to the Forever Dublin Hub. She added their office has a wonderful area to display publications for easy access.

Ms. Baker had two items for discussion. The first was Bridge Park development. She thought it would be great if the Community Services Advisory Commission could be involved since development is in its beginning stages. The second item was in reference to the growth around Historic Dublin, on the west riverfront. The Commission could be involved with park development discussions if Council sees fit.

Mr. Plouck spoke regarding the City's land ownership along the riverfront and did not think the City owns much of that land contiguously.

Mr. Dritz broached park access by disabled citizens by describing a park in Costa Rica that he recently visited. The park had displays with not only descriptions in braille but also figures of animal and plant life that could be touched by the sight impaired.

In addition, as a member of the Ohio Parks and Recreation Association (OPRA), Mr. Dritz said he has had the opportunity to judge projects. The project that won in 2019 was a 'Zen-like' park setting that stressed mindfulness and helps visitors de-stress. He thought it would be something the City could emulate.

Ms. Nardeccia stated that Amberleigh Community Park and Emerald Field, while not overtly obvious, were designed for people with sensory disabilities. During park development, including items such as shade trees and benches keeps the aging population in mind. She added that perhaps Mr. Plouck could have Mr. Earman, the City of Dublin Parks and Recreation Director and Shawn Krawetzki, the City of Dublin Landscape Architect Manager come speak to the Commission regarding how the City addresses disabilities beyond DCRC programming.

Mr. Strup asked if there were other topics open for discussion.

Mr. Plouck responded and asked the Commission to pass topics of interest along to him in the next week or so. He said City Council has their yearly retreat coming up. He can pass along topics for discussion during the retreat that can be potentially be forwarded to the Community Services Advisory Commission for review.

Mr. Arunachalam invited everyone to join him at a meeting with his business group, The Asian-Indian-American Business Group. The group works with the City's Economic Development team. He said the business group, along with Dublin's mayor; city manager and police chief would be meeting at LaScala at 6:30p.m., February 12.

In closing, Ms. Nardeccia reminded everyone to check on his or her neighbors. As City representatives, please go knock on doors, check on each other, pay attention in your neighborhoods and focus on people.

She added that the opening of the Pedestrian bridge on March 13 and the St. Patrick's Day Parade on March 14.

## **VI. Next meeting: March 10, 2020**

## **VII. Adjournment**

The meeting adjourned at 7:16 p.m.

Respectfully Submitted by:



Sandra Pickens, Administrative Support III

Attachments: FD CSAC Feb 11 2020 PPT



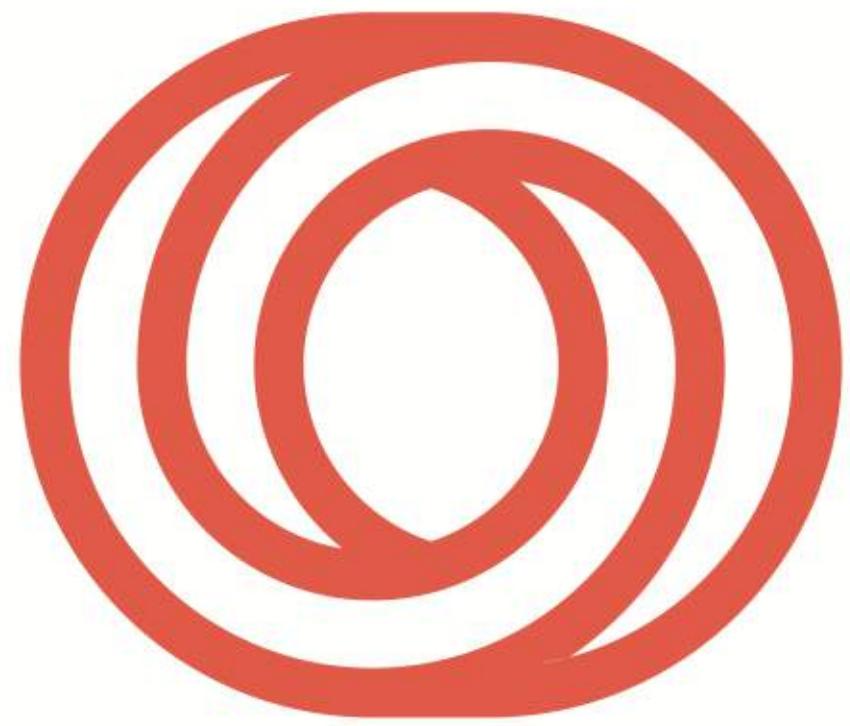
Community Service Advisory Commission

**DATE:** February 11, 2020 @ 6:30 p.m.

Guest Sign-in Sheet

**Note:** Anyone wishing to address the Commission must sign-in. Please print all information legibly.

OHIO, USA



# Forever **DUBLIN**

My Life, My Home, My Community

# Project Formation

Established  
as a Dublin  
City Council

CSAC  
exploration &  
recommendation

Staff  
Project

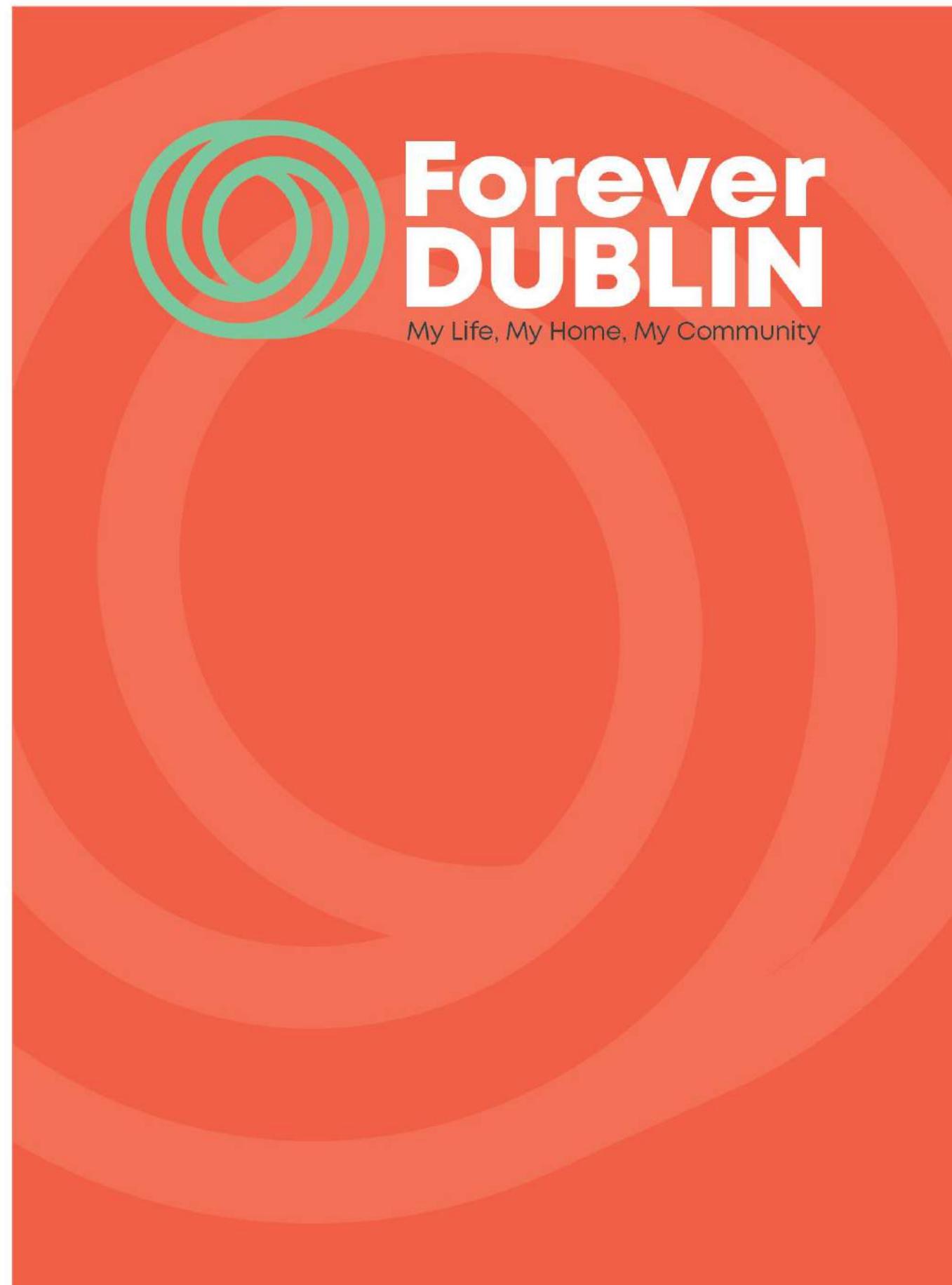
Visioning:  
Statewide  
and local  
experts

Visioning:  
Community  
Conversations

Data  
Analysis

Action plans,  
brand &  
partnerships

LAUNCH



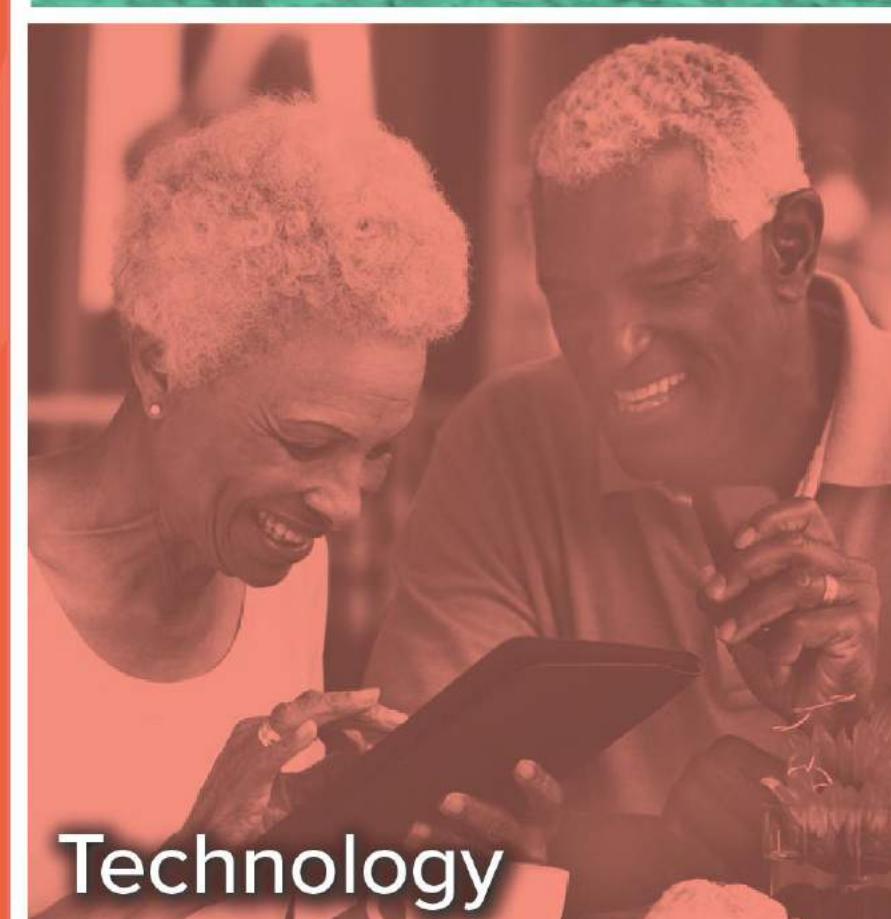
Transportation



Housing



Health, Wellness & Social Services



Technology



Business Community



# Transportation



## SHARE Microtransit

**Internal Work Group: Mobility improvement in Dublin**

**Continuous examination of target audiences**

- **Older adults**
- **People with disabilities**
- **Caregivers**
- **Workforce (riders, hiring managers, etc)**

**Inventory/Outcomes Desired**

- **All mobility options in Dublin**
- **Microtransit**
- **Bike share Bus transit**
- **Carpooling & emergency ride home (Gohio)**

02/05/2020



FOREVER DUBLIN — My Life, My Home, My Community

# Health, Wellness & Social Services

- **Purposeful living**
- **Reducing isolation**
- **Overall wellness and health**
- **Access to services and support**
  
- **“The Village” concept**
- **Subgroup**

02/05/2020

# Technology

- Alexa Pilot Project Phase II
- Teen Tech Support – Continuation
- Telemedicine
- Neighborhoods

02/05/2020



# Housing

**MORPC Housing Study (Q2 of 2020)  
Nesterly/COAAA Partnership  
Referral resources  
In-home care and support**

02/05/2020



FOREVER DUBLIN – My Life, My Home, My Community



- Key Partners
- Contractual relationship with the City of Dublin
- Provides “Navigator” services to residents
- Programs specific age-friendly education/enrichment topics



- **Updates**
- **Next Sessions**
- **Typical Hours/Response**
- **[www.ForeverDublin.com](http://www.ForeverDublin.com)**

02/05/2020



**Forever  
DUBLIN**

### **Forever Dublin Community Team**

25 members of the community who meet regularly to serve as advisers to Forever Dublin and the overall Aging in Place plan

### **Central Ohio Suburban Roundtable**

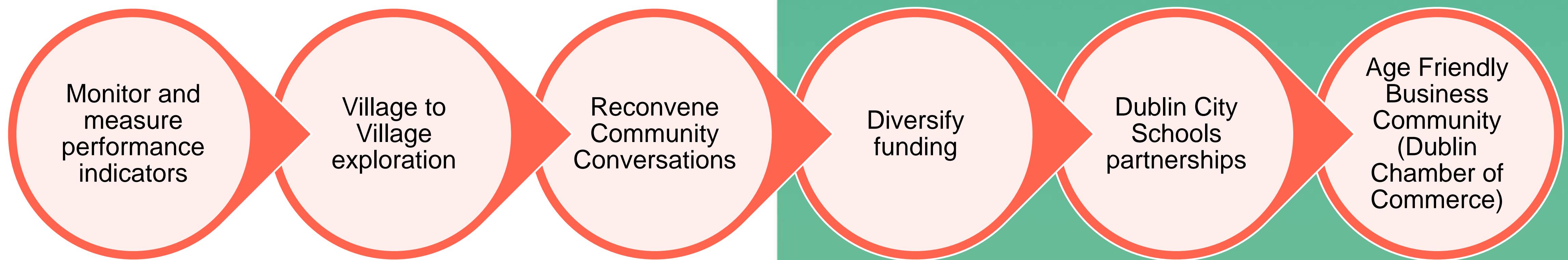
Staff/elected officials from eight central Ohio suburban communities who regularly meet to discover and share best practices and trends

### **Forever Dublin Staff (Internal) Team**

Best practices in areas such as park design, programming, transportation, safety, first response and wellness

*My Life,  
My Home  
My Community*

# What's Ahead





My Life, My Home, My Community

## Contact

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