



pennsylvania
DEPARTMENT OF AGING



PENNSYLVANIA Master Plan for Older Adults

A 10-year
and on



pennsylvania
DEPARTMENT OF AGING

Office of the Secretary

Governor's Office of Policy and Planning Presentation

The Role of the Facilitator

IN MASTER PLAN ON OLDER ADULTS (MPO)
COMMUNITY LISTENING SESSIONS

Updated 6-22-2023

Background Slides

Slides 5 through 14 are background slides about the Master Plan for Older Adults. They are for the facilitator to become familiar with this endeavor before presenting it to your community.

Master Plan Background

- On May 25, 2023, Governor Shapiro signed Executive Order (EO) 2023-09 – Pennsylvania Master Plan for Older Adults. This EO directed PDA to evaluate issues facing older Pennsylvanians to support the development of a Master Plan for Older Adults (“Master Plan”).
- This plan will include goals, objectives, and initiatives that promote the health, well-being, and quality of life of Pennsylvania’s older adult and disabled populations and shall prepare the Commonwealth to deal with the continual changes.

Master Plan Background

- The EO directs PDA to do the following:
 - Gather data and develop a data-driven Master Plan that includes a comprehensive framework of policies and programs that seek to improve and support the health, wellbeing, and quality of life of Pennsylvania's older adults.
 - Identify services to older Pennsylvanians provided by other agencies under the Governor's jurisdiction.
 - Identify agencies under the Governor's jurisdiction that may have information that will assist the Department in the creation of the Master Plan and gather such information, as necessary and permitted by law.
 - Work in partnership with traditionally disadvantaged or underserved communities to understand their specific needs as older Pennsylvanians and where gaps in services may exist.
 - Conduct outreach to independent state agencies, federal, state, and local partners, and, where feasible, private entities to gather additional information that may assist in the development of the Master Plan, as permitted by law.

Master Plan Background

- Part of this stakeholder engagement and data collection process will involve in person listening sessions with older adults and adults with disabilities to gather their input to support the prioritization and articulation of goals, objectives, and initiatives to be included the Master Plan.
- Area Agencies on Aging (AAAs) will be asked to support this effort in their counties and regions. AAAs will be asked to facilitate in-person listening sessions in their areas that will help to identify priorities of attendees for what goals, objectives, and initiatives should be included in the final plan.

Master Plan Background

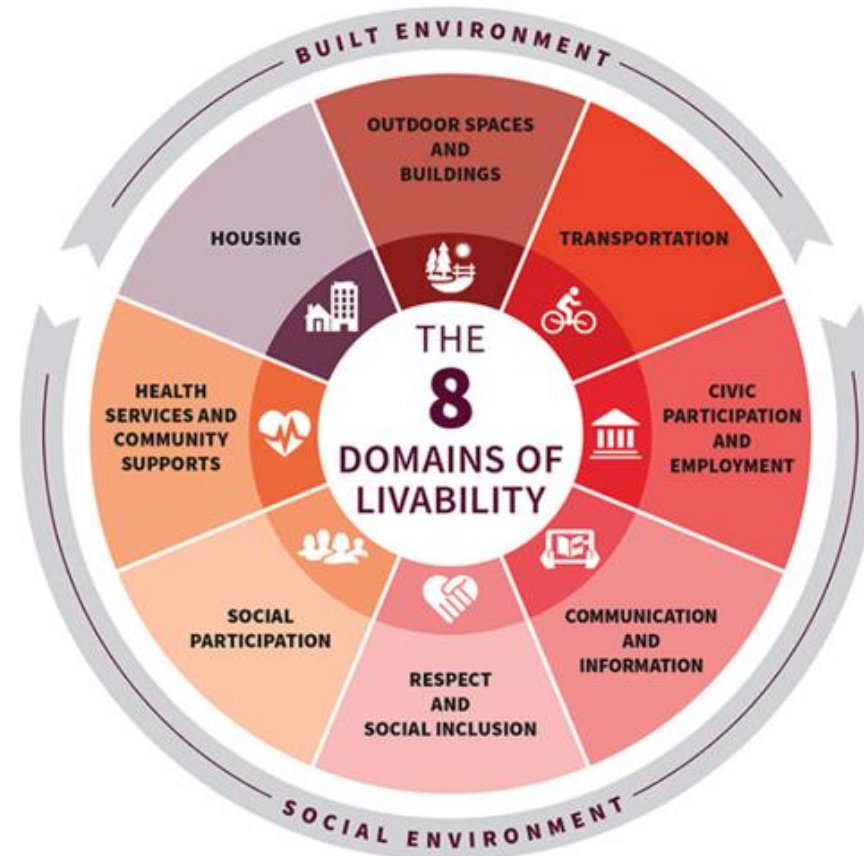
- The Commonwealth of Pennsylvania is embarking on a major strategic planning effort called the Master Plan for Older Adults (Master Plan).
- The Master Plan and other such efforts are 10-year, state-led strategic planning engagements designed to help states transform the infrastructure and coordination of services for older adult and disabled populations throughout the state or commonwealth.
- These plans consider the entirety of state, county, local and federal policies and programs and private industry practices that directly or indirectly affect older adults and disabled residents.
- That examination may include, but is not limited to, health, transportation, housing, community living, workforce, nutrition, home and community-based services, and specific projects such as age-friendly communities.

Master Plan Background

- Participation from diverse stakeholders in the Commonwealth is very important to make this plan successful in working towards meeting the needs of this population in the upcoming years.
- All goals and measurable outcomes will be decided upon by the stakeholders involved in the process, utilizing the framework of AARP's 8 domains for age-friendly communities
- This plan is not meant to be developed and sit on a shelf. It will be fluid and change as needs change. The goals, objectives and initiatives will need to be adapted as we work toward a better Commonwealth for our aging and disabled population.

AARPs' Domains of Age-Friendly Communities

These 8 domains provide a framework to further analyze and understand comments and input from engaged stakeholders. These domains allow for a holistic understanding of aging in our communities.



AARPs' Domains of Age-Friendly Communities

- Age-friendly is an approach developed by the World Health Organization (WHO) featuring 8 key action areas that directly influence the quality of life and wellbeing of older people, including:
 - Outdoor spaces and buildings
Seniors live in an environment that includes open spaces, buildings, shaded areas and walkways that are safe and easy to navigate.
 - Transport
Seniors can get out and about using a range of affordable, user-friendly transport and associated services.
 - Housing
Seniors' housing options are affordable, accessible and close to transport and community services.
 - Social participation
Seniors are supported to be active in their community doing the things they enjoy.

AARPs' Domains of Age-Friendly Communities

- Age-friendly (Continued):

- Respect and social inclusion

Seniors from all backgrounds are valued and appreciated and no one is excluded based on race, geography, culture, language, gender, sexuality, ability or socioeconomic status.

- Civic participation and employment

Seniors participate in employment, training, lifelong learning and volunteering opportunities and inform government policies.

- Communication and information

Seniors access information they need in a variety of formats to stay informed and connected with their communities, families and friends.

- Community support and health services

Seniors are helped to stay healthy, active and independent through community support and health services, including services responding to elder abuse, fraud or exploitation.

AARPs' Domains of Age-Friendly Communities

- Key features include:
 - pleasant, secure and physically accessible outdoor spaces and public buildings
 - well-designed, affordable and secure housing choices
 - well-maintained and accessible roads and walkways
 - affordable and accessible public transport
 - secure neighborhoods
 - respectful relationships
 - supportive health and community services
 - opportunities to be socially active
 - opportunities to participate in suitable volunteer, civic and employed positions
 - information that is easy to access and understand.

Dementia-Friendly Communities

- A city, town or village where people with dementia are understood, respected and supported, and confident they can contribute to community life. In a dementia-friendly community people will be aware of and understand dementia, and people with dementia will feel included and involved, and have choice and control over their day-to-day lives pleasant, secure and physically accessible outdoor spaces and public buildings

Core Tenets

- The plan will utilize the following Core Tenets to guide the master plan process:
 - Transparency and Inclusion
 - Embed diversity, equity, and inclusion in all phases of development
 - Principles of person-centered planning
 - Creation of a living document
 - A reframe of how we think about, talk about, and value older adults and people with disabilities

Facilitator Role and Overview of Meeting Format

- Arrive at least 1 hour early to prepare for the meeting.
- Welcome & direct participants attending.
- Introduce facilitators.
- Show PowerPoint presentation.
- Facilitate guided questions. Assist in completing forms and allow for verbal comments. Scribe comments to be reported to PDA.
- Give instructions for ways to give additional feedback.

Managing the Room

- Keep in mind that a PowerPoint presentation is used throughout the meeting. So, you'll need to orient seating to face where the presentation is projected.
- Place materials in a lobby outside of the room or in the back of the room to avoid disruptions. PDA/P4A will provide PDFs of any materials you will need to share at the sessions.
- You may need translation services. Make sure this is secured in advance. If you need assistance finding a service reach out to P4A.
- Communicate with the venue prior to the meeting to ensure all the needed A/V equipment is available or if you will need to provide it.

Before starting the PowerPoint Presentation

- Welcome attendees
- Introduce yourself & your co-facilitators. (You should all have name badges.)
- Take care of comfort issues by providing restroom locations, emergency exits, & the meeting's ending time.

Accommodation Issues

- For a variety of reasons, efforts to provide full accommodation for every individual can be more than challenging.
- There may be individuals who point out that there are limited accommodations for some people with special needs.
- All sites identified for these meetings indicated they are ADA compliant regarding access.
- As mentioned earlier sites needing it will have CART services.
- Should the issue arise, indicate an understanding of their concern & express regret for any inconvenience the person may have experienced.
- Remember we are a guest at the site hosting the event and should be respectful if the need arises to bring any accommodation issue to the attention of individuals representing the host site.

Goals of the Listening Session

- PowerPoint Presentation
- Guided Questions
- Assist attendees in completing forms as needed
- Collect forms from attendees
- Report data to PDA

Materials for your Presentation

- A copy of the presentation will be on the P4A Members Site, AAA Resources.
- The presentation will contain a few background slides for you to present to the audience.
- The presentation will then lead into the 8 domains for interaction with audience.
- The facilitator will have access to a separate guide to cue comments and questions.
- The audience will receive a form or scan a QR code to submit comments that will need to be collected at the end of the session.
- You will need at least two facilitators per presentation. One can speak and the other take notes.

Listening Session Prompts

- The form that will be given to participants is in the next slide
- The slides to follow show how these questions will be framed for each of the 8 domains. You will receive a script separately to refer to during the meeting, as well as prompts within the PowerPoint presentation. Keep each domain to 5-10 minutes. Encourage participants to fill out the form to ensure their comments are captured.
- Pause for open discussion, if no one raises their hand to add to the discussion, you can proceed to the following guided questions. You may not need to ask all of the guiding questions if the conversation is flowing more organically

Feedback Form

- Thank you for your participation. We invite you to share any feedback or ideas that you feel were not covered during the listening session. If you'd like, please share your contact information and comments below. You can also submit comments at aging.pa.gov/MasterPlan
- **Name:**
- **Email Address:**
- **County:**
- **Does your comment fall into any of the following AARP Age-Friendly Domains:**
-
- **Social participation** - Public events are activities that are open to the community for the purpose of entertainment or socializing. Social isolation and loneliness are major factors that affect health and well-being. This section is about activities that help people feel connected to one another. This might include religious activities, movies, concerts, plays, clubs, classes, or gambling.
- **Civic participation and employment** - Volunteering includes opportunities to engage in meaningful service in the community as a non-paid member of an organization. Employment involves payment. Civic participation includes voting, participation in elections and engagement with government.
- **Communication and information** - Timely, clear information is important for many tasks, such as accessing community services or obtaining health care. People also use social media to connect with other people as well as to learn about the news, events and activities, or advice.
- **Outdoor spaces and buildings** - Outdoor spaces include sidewalks, streets, state and local parks, and green spaces as well as buildings you may need to access for services or shopping.
- **Housing** - Housing refers to living spaces that are safe and affordable and provide essential services when properly maintained. As peoples' health changes, their needs for housing may also change. Some people may need to consider moving to a new home or a different community.
- **Transportation** - Transportation includes the full range of ways people get around, from walking to personal vehicles to purchased private or public services.
- **Health services and community supports** - Medical needs can be met with a wide variety of health services and supports. These include services from health care professionals as well as long-term care services that allow a person with chronic conditions to live well at home.
- **Respect and social inclusion** - Access to an environment that encourages respect in treatment and interactions, intergenerational activities, and involvement by residents of all ages, abilities and incomes.
-
- **Comments:**

Social participation

Listening Session Prompts

- **We will start with what social participation is and how it affects all of you. Public events are activities that are open to the community for the purpose of entertainment or socializing. Social isolation and loneliness are major factors that affect health and well-being. This section is about activities that help people feel connected to one another. This might include religious activities, movies, concerts, plays, clubs, classes, or gambling.**
- What do you think communities can do to make different activities more accessible to older people and people with disabilities?
- What are the main barriers older people and people with disabilities face in participating in community events?

Civic Participation and Employment

Listening Session Prompts

- **We will now discuss how civic participation and employment are involved in your own lives. Volunteering includes opportunities to engage in meaningful service in the community as a non-paid member of an organization. Employment involves payment. Civic participation includes voting, participation in elections and engagement with government.**
- What kind of work do you do what kind of work would you like to see be made available? This can include supporting older adult in their daily lives.
- What do you think communities can do to make volunteering or work opportunities more accessible to older people and people with disabilities?
- Is it easy for older adults and people with disabilities to vote?

Communication and Information

Listening Session Prompts

- We will now move onto the domain of communication and information. Timely, clear information is important for many tasks, such as accessing community services or obtaining health care. People also use social media to connect with other people as well as to learn about the news, events and activities, or advice.
- What sources do you go to for getting the information you need? What about during emergencies?
- Is this information easy to access and easy to understand?

Outdoor Spaces and Buildings

Listening Session Prompts

- **Let's move onto the domain of outdoor spaces and buildings and what that may involve. Outdoor spaces include sidewalks, streets, state and local parks, and green spaces as well as buildings you may need to access for services or shopping.**
- Are you comfortable in public spaces, like a park or shopping area?
- Is it enjoyable to walk in your neighborhood?

Housing

Listening Session Prompts

- We are now going to talk about housing. This refers to living spaces that are safe and affordable and provide essential services when properly maintained. As peoples' health changes, their needs for housing may also change. Some people may need to consider moving to a new home or a different community.
- How difficult is it for someone to modify their housing to improve accessibility or safety?
- Due to your health, do you think you might want to move to a different home or community at some point?

Transportation

Listening Session Prompts

- **We also want to understand how transportation affects the older adults of Pennsylvania. Transportation includes the full range of ways people get around, from walking to personal vehicles to purchased private or public services.**
- How easy is it for you to get around your community? Can someone without a car get to places they need to go?
- Do you feel safe walking, crossing at corners, or cycling on streets?

Health Services and Community Supports

Listening Session Prompts

- **Medical needs can be met with a wide variety of health services and supports. These include services from health care professionals as well as long-term care services that allow a person with chronic conditions to live well at home.**
- Are health and long-term care services available in your community?
- Are in-home services easy to access?

Respect and Social Inclusion

Listening Session Prompts

- **The final domain we will be discussing today is respect and social inclusion in our communities. This may mean access to an environment that encourages respect in treatment and interactions, intergenerational activities, and involvement by residents of all ages, abilities and incomes.**
- Does your community encourage respect for all persons, regardless of age, ability, or income?
- Are there opportunities to interact with people who are different from you? Different age groups or abilities?

Ending

- This completes this short program on the role of the facilitator for Master Plan Listening Sessions.
- Please click this link to complete information to receive your certificate https://form.jotform.com/P4A_Events/MPOA-Certificate-Confirmation
- If you have additional questions or concerns, please feel free to contact Kevin Hancock and Gabby Szymanski at PDA. They can be reached at kehancock@pa.gov and gszymanski@pa.gov. You can also contact Brenda Appel at P4A, bappel@p4a.org.