

**Orange County Commission on Aging
Bi-Monthly Board Meeting – May 19, 2021
Holden Heights Community Center**

Meeting Minutes

Vision	Create Positive Aging! An elder-friendly community that empowers older adults through choices that allow them to support and maintain their independence within their home community
Purpose	To identify the needs of the senior population and find ways to help by working collaboratively

Members Present

Mr. Willie Patterson, Chairman
Ms. Chandra Ewell, Vice Chairman
Ms. Javecia Colston
Ms. Edith Gendron
Dr. Barbara Keene
Mr. George McZeal

Members Absent

Mr. Victor Alzona
Ms. Karla Radka
Ms. Natasha Player
Mr. Ken Terrell

Others Present

Ms. Mimi Reggentin, Orange County Office on Aging
Ms. Yvette Luckett, Orange County Office on Aging by phone

Meeting Notes

- Mr. Patterson opened the meeting.

Consent Agenda

- Ms. Ewell made a motion to approve the Commission on Aging meeting minutes of March 17, 2021. Dr. Keene seconded and the minutes were unanimously approved.

Updates

- Community Partnerships Committee – Ms. Gendron stated the Community Partnerships Committee has not met since November 2020, but will begin meeting in-person when COVID cases decline.
- Senior Resource Alliance – Ms. Radka was not present to give a report.
- City of Orlando Mayor’s Committee Livability – Mr. Terrell was not present to give a report.

Livable Communities Survey Implementation

- Mr. Patterson stated the Livable Community project is projected to launch on June 4. Staff is working on finalizing the survey and marketing materials for this project. The survey will be available online and in print – and in English, Spanish and Creole.
- Mr. Paterson asked the Board for input on how they can help promote this survey in the community. Discussion ensued. The Board expressed concern about the expectations of getting the survey distributed into the community and the print copies back to County staff. Ms. Reggentin stated she will ask for more details on the budget for pre-paid return envelopes.
- Ms. Reggentin stated the time-frame for completion of this survey is fluid and is expected to take from three to six months. Staff will regularly review the response rate and will adjust the implementation plan accordingly. Ms. Reggentin noted that many communities who have completed their surveys have commented that they had to extend the survey phase. The Board also had questions on whether residents would complete a long survey.
- The Board commented that staff should work with providers to distribute the surveys at community events and through the faith community. There may be volunteer groups, such as AmeriCorps volunteers, who can assist.

Customer Surveys

- Mr. Patterson stated that, at the March meeting, the Board has asked to review the existing customer surveys being implemented by the Commission on Aging. Ms. Reggentin reviewed the evaluation tools currently in place for the LIFE Information for Elders program, the electronic newsletters and the Th'EYES senior sensitivity training. Ms. Reggentin stated that the online surveys have metrics. While staff does review the comments and feedback provided on the print surveys, these responses are not inputted into a database.

New & Other Business

- Dr. Keene asked about the Cameron Group and Ms. Gendron stated this care management business had been acquired by Arosa.

Public Input

- There was no public input.

MMR/