

MINUTES

Meeting: Membership and Mission Review Board
Date: August 16, 2019
Time: 8:30 a.m.
Place: 3rd Floor, OMB Conference Room,
County Administration Building
Reported by: Cheryl J. Gillespie

In Attendance:
Membership and Mission Review Board
Roxy Santiago (7/0), Suzanne Kidd (7/0), Meka
Beacham (7/0), Ron Rogers (7/1)

Non-Attendance:
Kayleen Stroud (7/1), Maria Bolton-Joubert (7/1),
Randy Ross (7/2), James Auffant (7/2), Gina Dole
(5/2)

Guests:
Augustin Martinez, Lavon Williams, Mimi Reggentin,
Clara Quinones, Kris Richarde, Mack Richarde

Staff:
Cheryl J. Gillespie

<u>Item</u>	<u>“Track by”</u>	<u>Date</u>	<u>Description</u>
I.	For Record (FR)		MMRB Vice Chairperson Santiago called the meeting to order at 9:04 a.m. A quorum was not present. No official action was taken during the meeting.
II.	FR		Public Comment: None
III.	Gillespie	MMRB Agenda 9/20/19	Approval of Minutes: This item will be rescheduled for the September 20, 2019 due to lack of quorum.
IV.	FR		Report on County Commission Meeting: Ms. Gillespie presented a summary of the actions taken by the Board of County Commissioners on August 6, 2019.
V.	<u>SUNSET REVIEW</u>		
1.	Gillespie	MMRB Agenda 9/20/19	Commission on Aging: Augustin Martinez, Chairperson of the Commission on Aging, Lavon Williams, Manager of the Community Action Division, and Mimi Reggentin, Program Manager with the Community Action Division, presented the Sunset Review (see attached). This item will be scheduled for the September 20, 2019 MMRB meeting for action, only.
VI.	<u>ADVISORY BOARD RECOMMENDATIONS</u>		
A.	Gillespie	MMRB Agenda 9/20/19	Health Council of East Central Florida: This item will be rescheduled for the September 20, 2019 due to lack of quorum.
B.	FR		Non-Agenda Recommendations: There were no non-agenda items.

VII. OLD BUSINESS

There was no old business.

VIII. NEW BUSINESS

A. Gillespie MMRB
Agenda
9/20/19

Email Capture Pilot Program: Clara Quinones and Kris Richarde, both Enterprise IT Managers, and Mack Richarde, Enterprise IT Supervisor with the Information Systems and Services Division, provided an overview of a pilot program designed to capture advisory board members' emails regarding board business. The pilot program will assign a specific email address to each member of the MMRB. All emails to these specific email addresses will be captured to facilitate public records retention and requests. The pilot program will begin October 1, 2019. If the program is successful it will be applied to all of Orange County's advisory boards. Staff will attend the September 20, 2019 meeting to answer questions and/or assist MMRB members with making the transition to a new email address (see attached).

IX. ADJOURNMENT

There being no further business, the meeting was adjourned at 9:52 a.m.



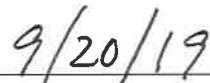
End of Minutes. Prepared by Cheryl J. Gillespie



Date



Attest: Kayleen Stroud, Chairperson



Date

If there are any errors and/or omissions, please notify the author within five days of receipt of this report.

NEXT MEETING SCHEDULED FOR SEPTEMBER 20, 2019 AT 8:30 A.M.



FAMILY SERVICES DEPARTMENT
COMMUNITY ACTION DIVISION

Lavon B. Williams, Esq., AICP

Division Manager
2100 E. Michigan Street
Orlando, FL 32806-4914
407-836-9333 Fax: 407-836-7510
www.ocfl.net

April 24, 2019

Ms. Kayleen Stroud, Chairperson
Orange County Membership and Mission Review Board
Agenda Development Office
201 South Rosalind Avenue
Orlando, FL 32802

Dear Ms. Stroud:

Thank you for your letter dated March 15, 2019 and for the opportunity to provide input on Resolution 2014-M-19, which reauthorized the Commission on Aging as an Orange County advisory board.

Please know that I strongly support the reauthorization of this resolution. As you know, the demographics of our nation are changing dramatically with the aging of the Baby Boomer population. Nowhere is this more evident than in Florida, which has the highest percentage of people age 65+ in the nation. The Commission on Aging demonstrates Orange County's continued commitment to creating an age-friendly community that meets the needs of this growing demographic group.

Below you will find answers to the questions posed to me in your letter. I have kept these answers as brief as possible and encourage you to contact me if you need additional information.

Q1 Please state the purpose and/or mission of the advisory board. Is the advisory board serving the purpose for which it was created?

- Vision - To promote 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 cooperatively

The Commission on Aging focuses on "creating positive aging". With this motto, vision and purpose, the Commission continually works to identify community needs and build programming and partnerships that address these needs. (See Question 3 for a list of the Commission's activities and accomplishments.)

In this capacity, the Commission on Aging advisory board is serving the purpose for which it was created.

Mission – The Orange County Commission on Aging is the link between Orange County Government, its Mayor and Board of Commissioners, citizens and local agencies providing services to seniors. The Commission educates and informs Orange County Government regarding aging issues and trends to facilitate policy development and foster the County's vision of an elder-friendly community.

Q2 What are the current need(s) of the County being served by the advisory board?

In 2018, the older adult population (age 60+) in Orange County was estimated at 227,418. This is a 49 percent increase from 2000, when there were 152,863 elder residents. This growth trend will continue to exponentially increase as 10,000 Baby Boomers turn 65 each day in the United States.

The needs of Orange County elders are as varied as the population itself, and include housing, transportation, employment, caregiving support, health services and opportunities to engage in the community. For elders and their caregivers, one of the most important needs is access to information and education about available services and resources. The Commission on Aging meets these needs through its programming (see Question 3). The Commission also acts as a community convener and helps elevate the awareness of aging issues by key community leaders.

Q3 What are the accomplishments of the advisory board?

The Commission on Aging responds to the identified needs of the community through the following on-going projects.

- Commission on Aging E-Newsletter – This monthly e-newsletter updates residents on local, state and national aging programs, as well as emerging research and media articles on age-related topics. Over 1,000 people read this newsletter each month.
- LIFE Information for Elders Seminar Series – This monthly seminar series helps elders and their caregivers learn about aging resources, as well as how to stay healthy and engaged in the community. In 2018, total attendance was 697 people.
- Senior Sensitivity Training – Th'EYES is a hands-on training program that enables attendees to experience the visual, audio and movement challenges that may occur as we age. As a result of this training, attendees learn how to modify their communication styles to help ensure they are effectively reaching people with hidden challenges.
- Orange TV – The Vital Living Block is a partnership with Orange TV to highlight local aging resources, new community programs and other information that is of interest to elders. Programs include the *Active Lifestyles Magazine*, *Vital Living Forum* and field shoots in the community.
- Fraud Protection Resource Network – This document helps local residents learn how to protect themselves from scams, fraud and deceptive practices – and, who to contact locally, statewide and nationally if they suspect fraud has occurred.
- Orange County Guide to Senior Services – This document highlights many of the services provided by Orange County Government that seniors frequently use.
- Active Aging Resources – This document includes the list of senior centers in the Orange County geographic area and the core programs available at each location. This brochure also lists the nine County community centers, of which have senior clubs.
- 50+FYI Expos – The 50+ Resource Network, in partnership with the Commission on Aging, hosted two expos in 2018, reaching more than 1,000 people with aging-related information.

- Special Projects – The Commission on Aging and its staff are very involved in community projects. In 2018, staff was active in numerous community endeavors including:
 - The Dementia Care and Cure Initiative established by the Florida Department of Elder Affairs;
 - World Elder Abuse Awareness Day Symposium that seeks to educate local residents about the how to prevent abuse, neglect and exploitation.
 - A symposium on understanding recent federal and state changes on aging healthcare; and
 - Coordinating several trainings for a team of local citizens that are interested in learning about aging resources.

Q4 Is there another public or private board that would better serve the function of the advisory board? If so, please list the board and explain why it would better serve the function.

There are no other public or private boards that would better serve the function of the Commission on Aging. The Commission on Aging is often a key convener of aging events and programs in Central Florida and statewide, helping to ensure the aging network stays current on new programs and issues. By having the Commission on Aging, it demonstrates that Orange County Government is a leader in responding to the needs of its elder constituents

Q5 Should the resolution creating the advisory board be amended to enable the advisory board to better serve the purpose for which it was created? If so, how should the resolution be amended?

The wording in the Commission on Aging resolution does not need to be amended. Several changes are being suggested to the membership requirements – see Q6.

Q6 Should the advisory board's membership requirements be modified? If so, how should the requirements be modified?

One of the strongest components of the Commission on Aging is its Community Partnerships Committee, which is open to all nonprofits and businesses providing services to seniors in Orange County. Having a standing committee for service providers enables professionals to openly and collectively dialogue about the needs of elders, as well as the innovative programs emerging both locally and nationally. Providers are then able to work collaboratively as a community to help empower elders to remain independent and engaged. The chairperson of this committee has a seat on the Commission on Aging and, as such, this committee helps identify needs and develop programming.

A wording clarification is recommended regarding the relationship between the Commission on Aging and its Community Partnerships Committee. Currently, the resolution states that elder services providers “should” be encouraged to participate on the working committees of the Commission, including the Community Partnerships

Committee. It is recommended this wording be clarified to state that elder services providers shall serve on the Community Partnerships rather than the Commission on Aging. The chairperson of the Community Partnerships Committee shall act as the conveyor of information between these two entities and this chairperson may be a provider of elder services.

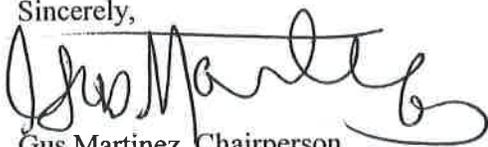
Q7 What are the direct and indirect costs of maintaining the advisory board?

The Office on Aging was established in 2001 in order to support the Commission on Aging and its work. The current FY 2018/19 budget of the Office on Aging is approximately \$146K which includes the salaries of a program manager.

I would like to end by saying the Commission on Aging is a model in the state of Florida. Shortly after it was established in 2001, Brevard and Seminole counties established similar commissions.

Please feel free to contact me at 407-470-4308 or gus@mohtc.org, if you would like more information about the successes of the Commission on Aging and our upcoming endeavors.

Sincerely,



Gus Martinez, Chairperson
Orange County Commission on Aging
6747 Oman Court
Orlando, FL 32809

c: Lavon Williams, AICP, Esq., Manager, Community Action Division
Mimi Reggentin, AICP, Orange County Office on Aging
Michelle Frank, Orange County Agenda Development

Orange County Advisory Board Member – Email Accounts

To Set Up Your Orange County Email Address

The following steps show Advisory Board Members how to request and set up a designated Orange County Email Address.

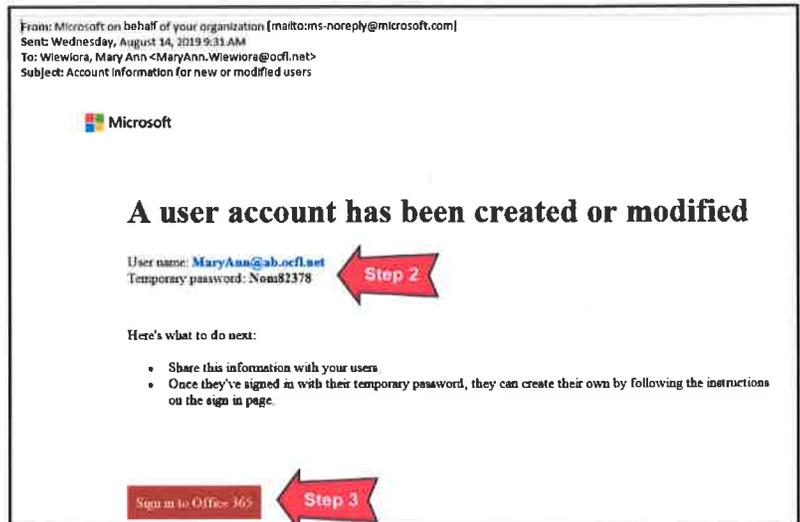
Step 1: Provide the following information to your Orange County Advisory Board representative:

- First Name
- Last Name
- Phone # *(text enabled)*
- Current Email Address
- Name of Advisory Boards on which you are serving

Step 2: Orange County will create your new Email Account within **2 business days**. An Email notification is sent to the “Current Email Address” that you provided in Step 1. This email shows your new *Orange County Email* (with a format of ...@ab.ocfl.net) and *Password* (to be used when logging in to Office 365 Outlook).

Step 3: Click on the red box “Sign in to Office 365” to setup and access your new Email account.

Note: To access your Orange County Email in the future, simply type “Office.Com” in the Address Line of your Internet Browser.

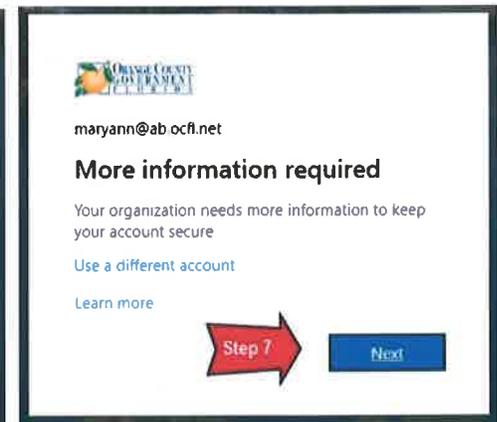


Step 4: When the Sign-In Screen is displayed, delete the “{0}” (if it exists).

Step 5: Enter your new *Orange County Email Address* that was provided in Step 2 and click “Next”.

Step 6: Enter your *Password* that was provided in Step 2 and click “Sign In”.

Step 7: The following message is displayed, to inform you that Orange County requires additional information to keep your account secure, click “Next”.



Orange County Advisory Board Member – Email Accounts

Step 8: You must select at least one of the following options in order to reset your password in the future: Authentication by Phone *and/or* Authentication by Email.

Orange County Government
MaryAnn@ab.ocfl.net | ?

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- Authentication Phone is not configured. Set it up now
- Authentication Email is not configured. Set it up now

cancel next

Step 9: To Authenticate by Phone: Enter your *Location* and your *Phone Number* to be used for authentication. Click “text me” or “call me” to indicate your preferred method of communication.

Step 10: Enter the *Verification Code* that was sent to your phone number, click “Verify”.

Orange County Government

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

4071234444

text me call me

back

Orange County Government

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

407596

Send SMS Call Me

We've sent a text message containing a verification code to your phone.

624633

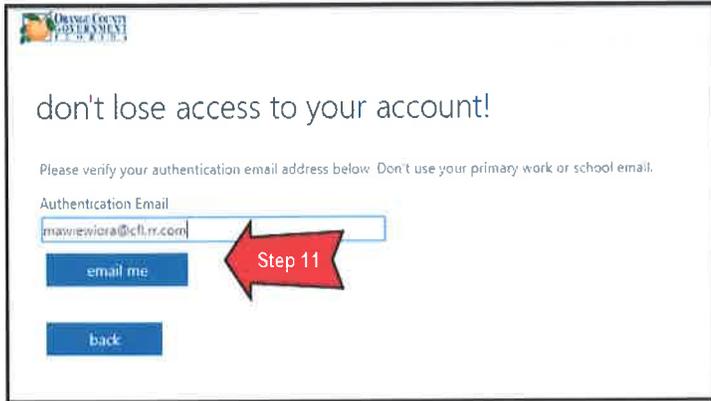
verify try again

back

Orange County Advisory Board Member – Email Accounts

Step 11: To Authenticate by Email: Enter your *Email Address* to be used for authentication (don't use your primary work or school Email), click "email me".

Step 12: Enter the *Verification Code* that was sent to your Email, click "Verify".

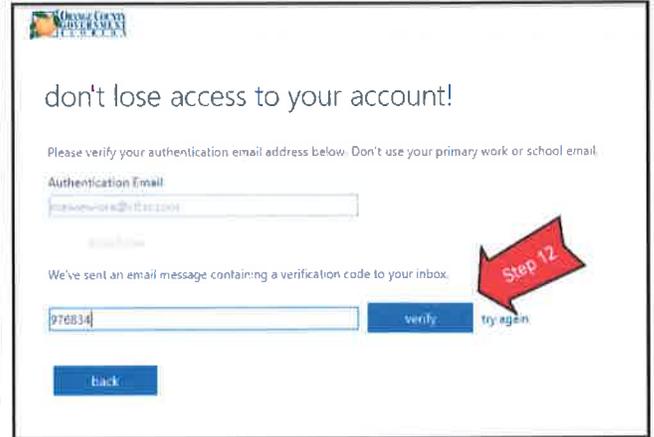


don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Step 11



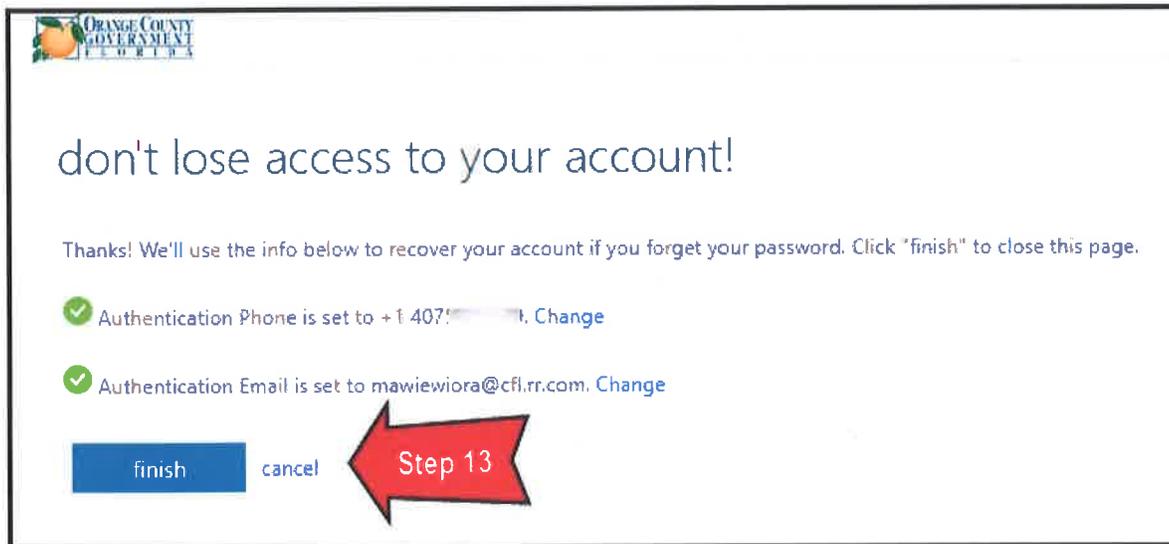
don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Step 12

Step 13: Green checks are displayed to indicate a successful authentication, click "finish".



don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to +1 407! [Change](#)
- ✓ Authentication Email is set to mawiewiora@cfl.rr.com. [Change](#)

Step 13

Step 14 : Depending on your preference, click "Yes/No" to Stay Signed In?.

Step 15: Click the right arrow to advance through several "tutorial" screens, then click the checkmark to display the Office 365 home page.



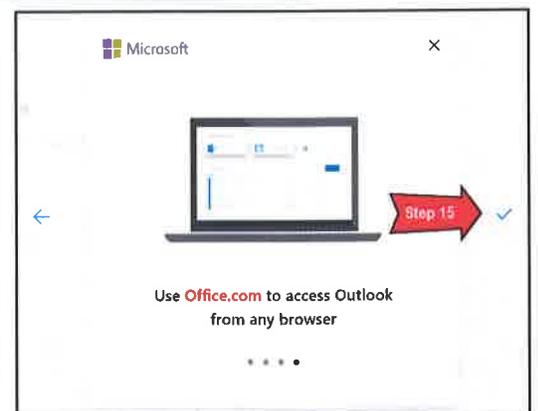
maryann@ab.ocfl.net

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

Step 14



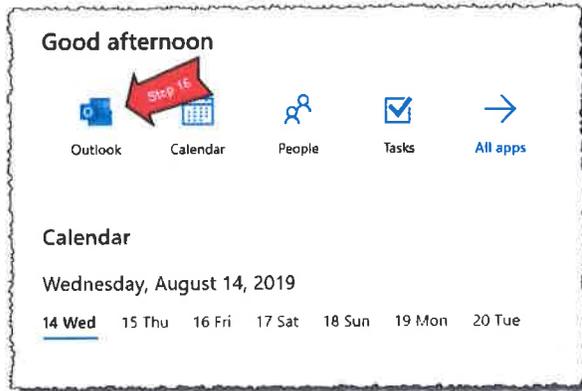
Microsoft

Use Office.com to access Outlook from any browser

Step 15 ✓

Orange County Advisory Board Member – Email Accounts

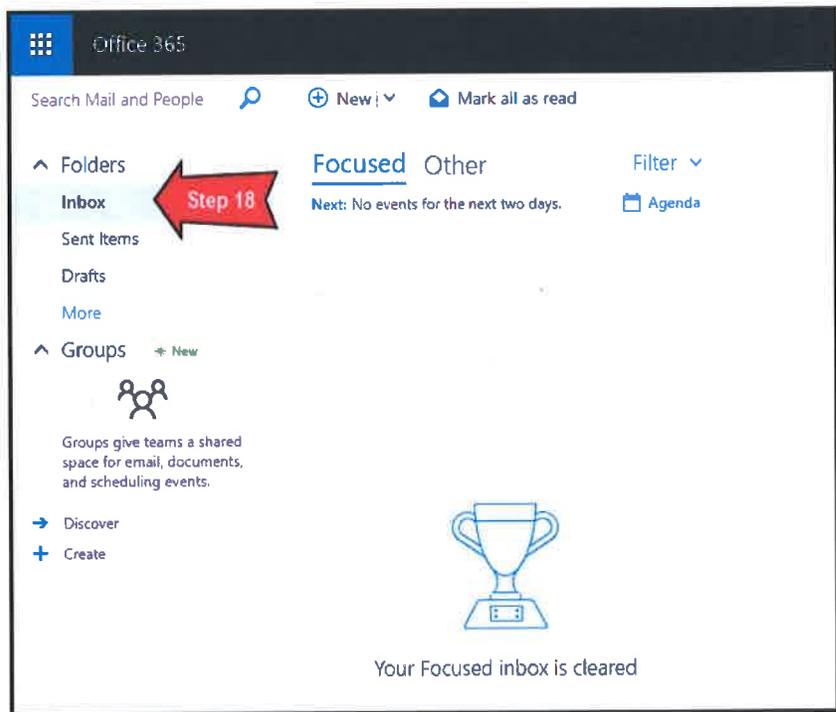
Step 16: When the Office 365 home page is displayed, click the “Outlook” icon.



Step 17: To setup Outlook, enter your *Language* and *Time Zone*.



Step 18: From the Office 365 Outlook home page, you may now create and access Emails for your Orange County Email account.



Step 19: To logout of Outlook, click the profile initials (in the upper right corner of the screen), and then click the “Sign Out” link. The message below is displayed.

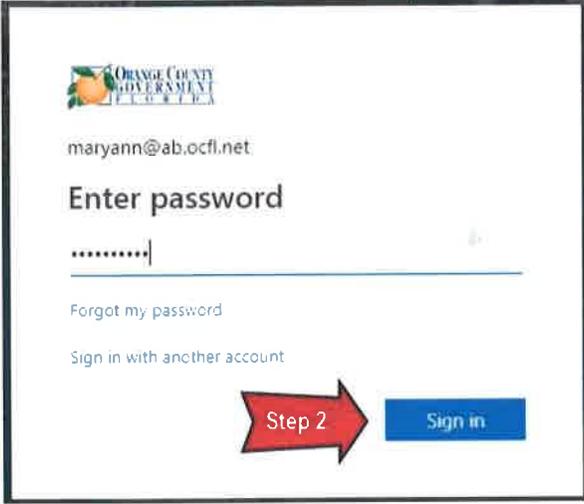
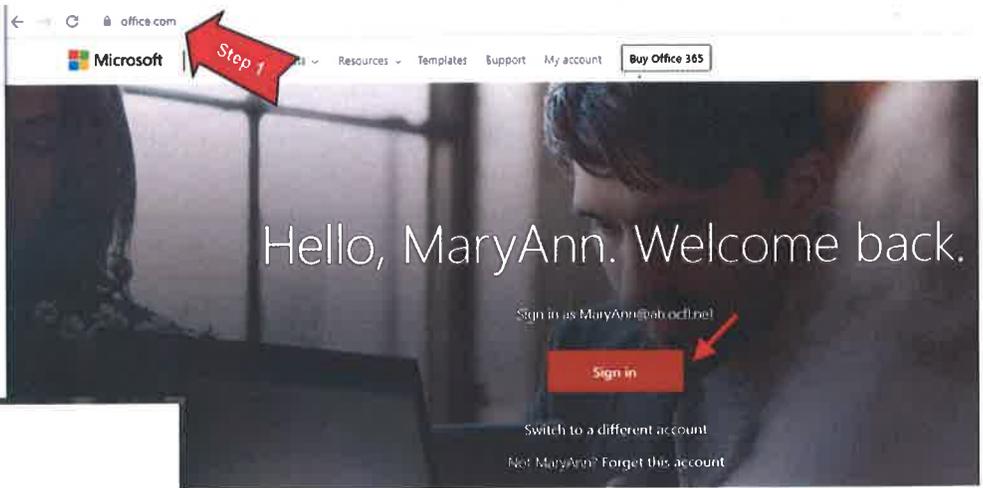


Orange County Advisory Board Member – Email Accounts

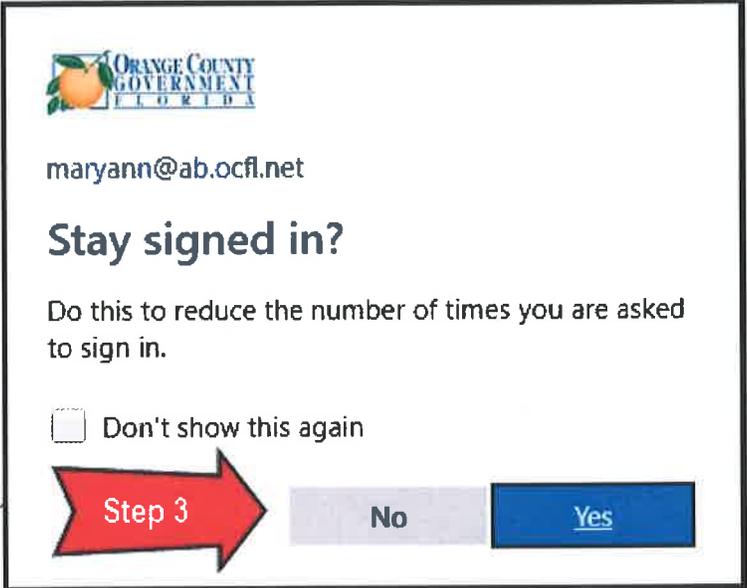
To Login to Your Orange County Email (after initial setup)

Step 1: Open Office 365 Outlook by typing "Office.Com" in the address of your Internet Browser, then click the red "Sign In" box.

Step 2: When the Enter Password Screen is displayed, enter your password and click the "Sign In" Button.



Step 3 : Depending on your preference, click "Yes/No" to Stay Signed In?.

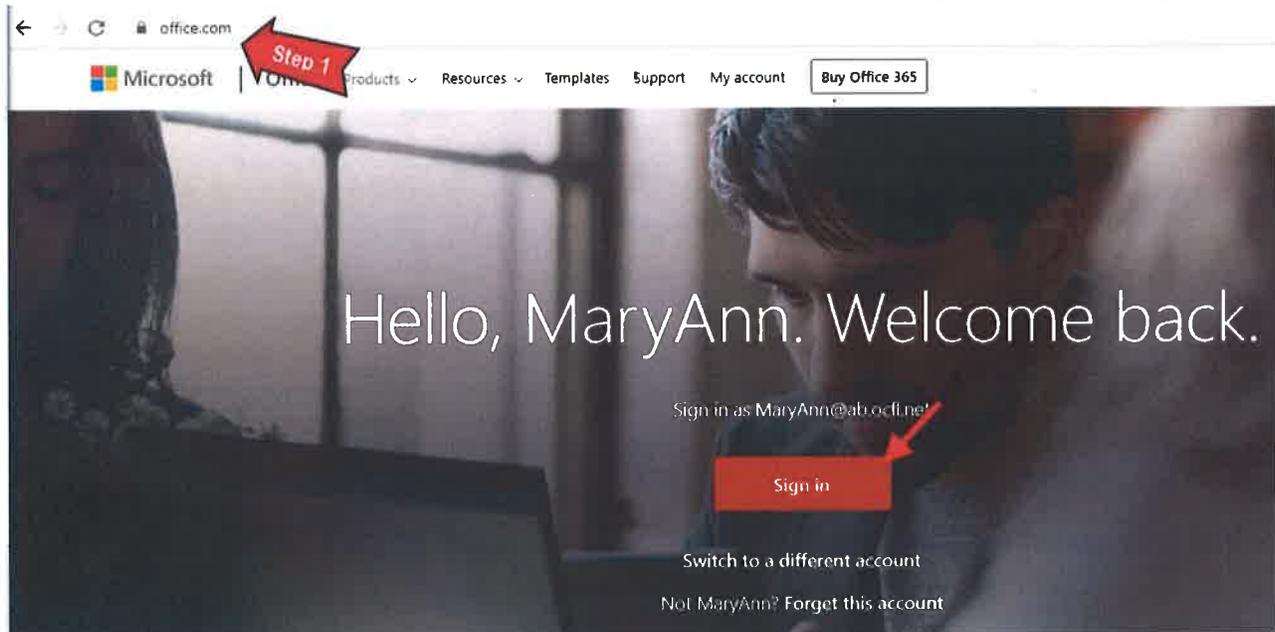


Step 4: When the Office 365 home page is displayed, click the "Outlook" icon

Orange County Advisory Board Member – Email Accounts

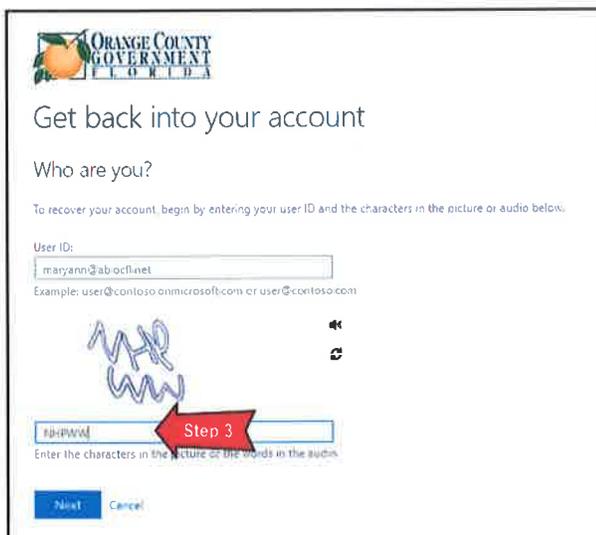
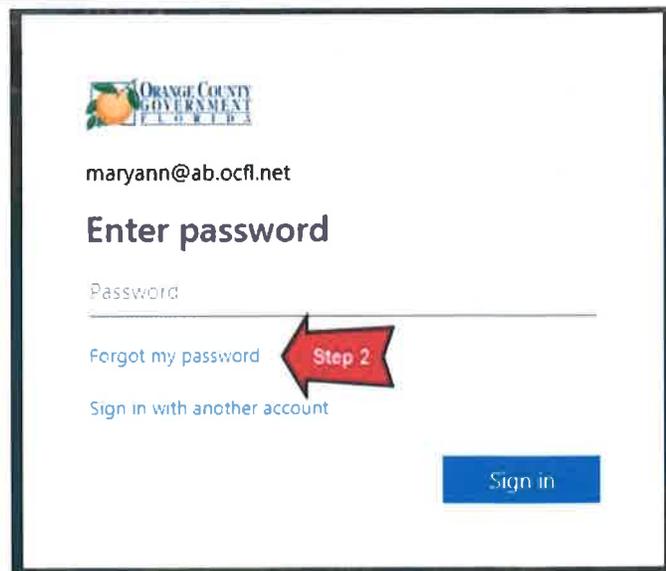
To Change Your Password

Step 1: Open Office 365 Outlook by typing “Office.Com” in the address of your Internet Browser, then click the red “Sign In” box.



Step 2: When the Enter Password Screen is displayed, click the “Forgot My Password” link.

Step 3: Enter your *Orange County Email Address* (for *User ID*) and the characters on display, then click “Next”.



Orange County Advisory Board Member – Email Accounts

Step 4: Select a method to use for verification (i.e. Email, Text Phone, Call Mobile Phone).

ORANGE COUNTY GOVERNMENT FLORIDA

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email You will receive an email containing a verification code at your alternate email address (ma*****@cfl.rr.com).

Text my mobile phone

Call my mobile phone

Email

Cancel

Step 5a: To Verify by Alternate Email: Select the “Email my alternate email”, then click the Email Button.

Step 5b: To Verify by Text Phone: Select the “Text my mobile phone”, enter the phone number, then click the Text Button.

ORANGE COUNTY GOVERNMENT FLORIDA

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email You will receive an email containing a verification code at your alternate email address (ma*****@cfl.rr.com).

Text my mobile phone

Call my mobile phone

Email

Cancel

ORANGE COUNTY GOVERNMENT FLORIDA

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone In order to protect your account, we need you to enter your complete mobile phone number (*****39) below. You will then receive a text message with a verification code which can be used to reset your password

Call my mobile phone

4071234139

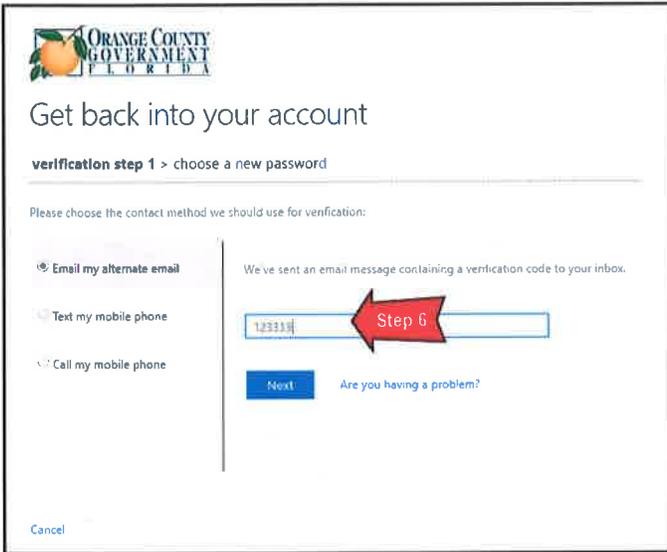
Text

Cancel

Orange County Advisory Board Member – Email Accounts

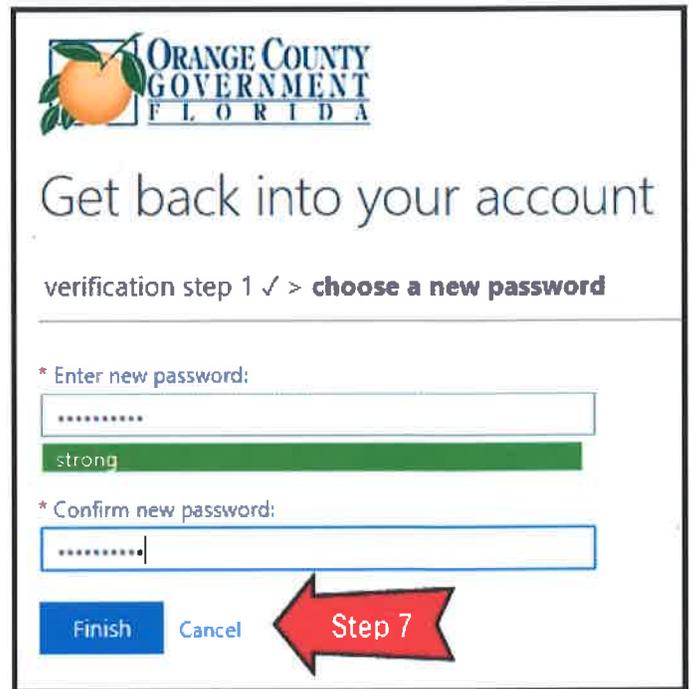
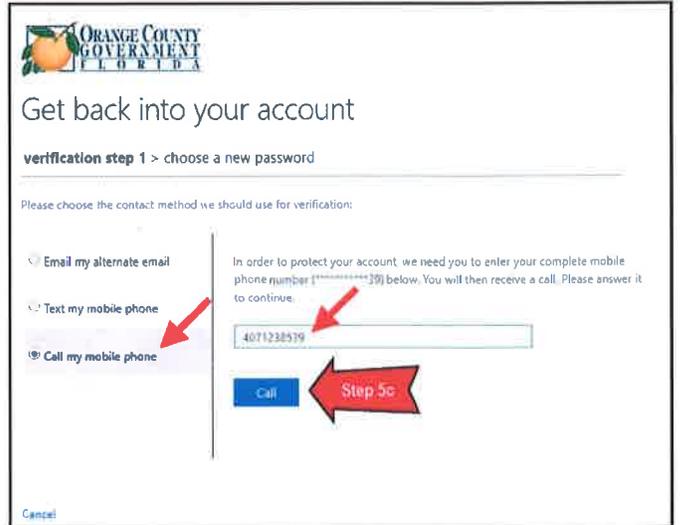
Step 5c: To Verify by Call Mobile Phone: Select the “Call my mobile phone”, enter the phone number, then click the Call Button.

Step 6: Enter the *Verification Code* that was sent to you via your alternate Email, text phone, or called mobile phone, then click “Next”.



Step 7: Enter your new *Password*, then confirm the *Password* by re-entering it, then click “Finish”.

Step 8: When a message saying the “password reset” was successful is displayed, click the “click here” link at the bottom of the screen to login.



Trouble-Shooting Tips

What if my Email Account does not seem to be working properly?

- Try to clear your browser cache and cookies

After clearing your cache and cookies, you should completely close out of the browser and re-open it. Then sign-on to your email account.

- Try using a different web browser
- Call Orange County Government's Support Center at 407-836-2929