Ulster County "Senior-Friendly" Community Action Plan

Last Updated: 5/14/2019

Domain	G#	Goal	A#	Action	Priority	Tasks	Status	Responsible
1 **Outdoor Spaces & Buildings**	A	Make outdoor spaces & buildings more user-friendly for seniors	i	Improve sidewalks to increase accessibility	High	Send letters to UC Planning Board, Transportation Council and Supervisors/Mayors to inform them of this priority of the CAB.	In progress	Exec's Office
			ii	Provide more benches in public locations	High	Review County capital projects to prioritize seating in public spaces; send letter to Supervisors/Mayors to inform of this priority.	In progress	Budget Office
			iii	Improve accessibility of OFA entrance	High	Reconfigure offices in Human Services Complex to provide separate entrance for OFA.	In progress	DPW
			iv	Simplify and standardize handicapped parking applications	High	Send letter to Supervisors/Mayors to inform them of this priority.	In progress	Exec's Office
			v	Encourage "complete streets"	High	Send letters to UC Planning Board, Transportation Council and Supervisors/Mayors to inform them of this priority.	In progress	Exec's Office
			vi	Encourage more neighborhood greenspaces	High	Send letter to Supervisors/Mayors to inform them of this priority.	In progress	Exec's Office
			vii	Provide info and maps of trails	Med	Distribute Hiking/Biking brochures to additional venues.	In progress	Tourism
2 **Transportation**	A	Provide more transportation options for seniors	i	Expand service to include more than just medical/ shopping trips	High	Provide additional transportation options for seniors via UCAT from Senior Hub.	In progress	UCAT
			ii	Ensure fixed routes access desired destinations	Med	Develop targeted communication about UCAT services, including route planning (via web, social media, Public Access TV)	In progress	Exec's Office
			iii	Create feeder routes to provide access to main fixed routes	Med	Develop targeted communication about UCAT services, including paratransit and demand-response service (via web, social media, Public Access TV)	In progress	Exec's Office
			iv	Allow overnight parking at park & ride sites	Med	Send letter to NYS Thruway Authority to inform of this priority.	In progress	Exec's Office
			v	Coordinate with MetroNorth for better access to train station	High	Develop targeted communication about UCAT services, including route planning (via web, social media, Public Access TV)	In progress	Exec's Office
	B	Make public transportation easier and cheaper for seniors	i	Provide assistance for blind, hearing-impaired seniors	High	Install annunciators/digital displays.	In progress	UCAT
	A	Provide more opportunities for seniors to interact with each other	i	Encourage additional fun events, such as field trips, movies, etc.	High	Promote Senior hub as location for social events/programs.	In progress	OFA
			ii	Ensure availability of social activities that are low-cost/free	High	Promote Senior hub as location for social events/programs.	In progress	OFA
			iii	Expand senior exercise programs	Med	Promote Senior hub as location for exercise programs; seek partners for exercise programs.	In progress	OFA

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3 **Social Participation**	B	Provide training and support to help seniors utilize technology	i	Provide technology training workshops, classes and tutoring	High	Promote Senior Hub to provide space for additional events; seek partners to provide training.	In progress	OFA
			ii	Connect seniors and youth through mentoring programs	High	Promote Senior Hub to provide space for additional events; seek partners to provide programming.	In progress	OFA
			iii	Expand availability and affordability of internet access	Med	Send letter to NYS Public Service Commission and other stakeholders to inform them of this priority.	In progress	Exec's Office
	C	Provide additional facilities for senior programs and activities	i	Establish a central facility for seniors in the Kingston area	High	Develop Senior Hub to provide space for additional OFA/partner events and activities, with easy access to UCAT buses.	Completed	
4 **Respect & Social Inclusion**	A	Be responsive to seniors' input	i	Conduct regular surveys to understand seniors' desires and preferences	High	Develop targeted communication about OFA services, including annual senior survey (via web, social media, Public Access TV, and direct email)	In progress	Exec's Office
5 **Communication & Information**	A	Increase awareness of existing services	i	Partner with businesses/groups, including hospitals, senior groups, housing complexes, etc.	High	Develop contact list of individuals/orgs interested in senior issues and provide updates/resources via email; develop form to request print materials.	In progress	Exec's Office
			ii	Place brochures in stores, public buildings	Med	Develop contact list of individuals/orgs interested in senior issues and provide updates/resources via email; develop form to request print materials.	In progress	Exec's Office
			iii	Develop cross-department/agency resource guides	Med	Develop specialized web-based brochure for seniors caring for a family-member in crisis, to include local, County and State resources.	In progress	OFA
			iv	Make the County website more user friendly	Med	Update the homepage on the County website; explore further updates to improve usability.	In progress	Exec's Office
			v	Develop localized guides for neighborhoods/hamlets	Med	Work with NY Connects and OFA to develop list of local resources.	In progress	OFA
6 **Community & Health Services**	A	Support seniors to care for friends/family members in crisis	i	Provide info to seniors about existing support services that are available	High	Develop targeted communication about OFA services and NY Connects (via web, social media, Public Access TV, and direct email)	In progress	Exec's Office
	B	Provide additional support for seniors in crisis	i	Create a dedicated senior hot-line (with live agents)	High	Redesign call handling in OFA to ensure calls are directed to a staff person; reprogram outgoing voicemail to be more user-friendly.	In progress	OFA
			ii	Provide fire safety training targeted at seniors	Med	Develop a fire safety training program through the UC Fire Coordinator; deliver training at Senior Hub.	In progress	Fire Coordinator